

File 15:ABI/Inform(R) 1-2003/Jan 10
(c) 2003 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2003/Jan 09
(c) 2003 Resp. DB Svcs.
File 624:McGraw-Hill Publications 1985-2003/Jan 10
(c) 2003 McGraw-Hill Co. Inc
File 621:Gale Group New Prod.Annou.(R) 1985-2003/Jan 09
(c) 2003 The Gale Group
File 16:Gale Group PROMT(R) 1990-2003/Jan 10
(c) 2003 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2003/Jan 09
(c)2003 The Gale Group

Set	Items	Description
S1	7019909	WEB OR WWW OR SOFTWARE
S2	3986484	NETWORK?? OR GROUPWARE
S3	5232661	COMPUTER OR ELECTRONIC
S4	5200632	PERFORM???? OR MEASUR? OR METRIC? ?
S5	2334008	WORKFORCE OR PERSONNEL OR MANPOWER OR HUMAN()RESOURCE? ? OR LABOR OR LABORFORCE
S6	7356926	PLAN OR PLANS OR PLANNED OR PLANNING
S7	3405739	BUDGET? ? OR FUND???
S8	1429068	EDUCAT?
S9	1196926	LEARN??? OR ELEARN?
S10	502829	SEMINAR? ? OR WORKSHOP? ?
S11	1504311	TRAIN???
S12	1080150	COURSE? ?
S13	150164	PERFORM????(5N) (MEASUR? OR METRIC? ?)
S14	61547	S5(5N)S6
S15	196220	S7(5N)S6
S16	348	S13 AND S14 AND S15
S17	175	S1 AND S16
S18	123	S2 AND S16
S19	171	S3 AND S16
S20	257	S17:S19
S21	127	S20 AND S8
S22	126	S20 AND S9
S23	59	S20 AND S10
S24	170	S20 AND S11
S25	119	S20 AND S12
S26	210	S21:S25
S27	7	S13(S)S14(S)S15
S28	2	S27(S)S1
S29	1	S27(S)S2
S30	2	S27(S)S3
S31	2	S28:S30(S)S21:S26
S32	2	RD (unique items)
S33	2185153	S1/TI,DE
S34	848263	S2/TI,DE
S35	2429686	S3/TI,DE
S36	159	S16 AND S8
S37	163	S16 AND S9
S38	72	S16 AND S10
S39	208	S16 AND S11
S40	154	S16 AND S12
S41	280	S36:S40
S42	14	S33 AND S41
S43	3	S34 AND S41
S44	12	S35 AND S41
S45	23	S42:S44
S46	21	RD (unique items)
S47	1	S46/2002:2003
S48	20	S46 NOT S47

32/6/1 (Item 1 from file: 148)
10487931 SUPPLIER NUMBER: 21168520 (USE FORMAT 7 OR 9 FOR FULL TEXT)
OPM told to focus more on ends, less on means. (Office of Personnel
Management) (Government Activity)
Sept 21, 1998
WORD COUNT: 640 LINE COUNT: 00053

32/6/2 (Item 2 from file: 148)
03900038 SUPPLIER NUMBER: 06967948 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Second Annual Directory of Human Resources Services, Products and
Suppliers, January 1989. (directory)
Jan, 1989
WORD COUNT: 155534 LINE COUNT: 14711
?t32/3,k/1

32/3,K/1 (Item 1 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10487931 SUPPLIER NUMBER: 21168520 (USE FORMAT 7 OR 9 FOR FULL TEXT)
OPM told to focus more on ends, less on means. (Office of Personnel
Management) (Government Activity)
Dorobek, Christopher J.
Government Computer News, v17, n31, p73(1)
Sept 21, 1998
ISSN: 0738-4300 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 640 LINE COUNT: 00053

TEXT:

...OPM Director Janice R. Lachance called the report, Results Act: Observations on the Office of **Personnel** Management's Annual Performance **Plan**, unfair and criticized it for its negative tone. The GAO report is one among a...

...them. Agencies filed their first performance plans in February as part of the fiscal 1999 **budget**. OPM can improve its **plan** by focusing more on what the agency will do rather than on how it will...

...and information security. The plan also specifies the means for achieving the goals and includes **performance** indicators for **measuring** results, GAO said. The agency, however, needs to explain how it will handle non-mission...

...related to OPM's mission," GAO said. One OPM performance goal is to create a **plan** for modernizing its central **personnel** data file (CPDF). OPM wants to "use **electronic** media to collect and disseminate information widely and cost-effectively," OPM said. Although it called...

...an IT architecture, an IT capital planning process and a systems development lifecycle methodology to **train** staff to improve the agency's **software** development processes. It is not clear in the plan, however, whether OPM will establish an...

...said. OPM wants to spend about \$2.6 million in fiscal 1999 developing a governmentwide **electronic** personnel record-keeping system to replace paper records. But the plan does not mention specific **training** or work force skills needed to achieve that goal, GAO said. In some cases, OPM...

48/8/1 (Item 1 from file: 15)
DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

02398030 117542172

****USE FORMAT 9 FOR FULL TEXT****

Network -based project planning and scheduling WORD COUNT: 5570
1996

DESCRIPTORS: Studies; Project management; Scheduling; Mathematical analysis
; **Network** storage
CLASSIFICATION CODES: 5240 (CN=Software & systems); 2310 (CN=Planning)
PRINT MEDIA ID: 19267

48/8/2 (Item 2 from file: 15)
DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

01691206 03-42196

****USE FORMAT 9 FOR FULL TEXT****

An expansive proposition WORD COUNT: 33912 LENGTH: 52 Pages

Jul 1998

COMPANY NAMES:

SAP AG

Oracle Corp (DUNS:08-995-8862)

Baan Co

J D Edwards & Co Inc (DUNS:08-634-9982)

System Software Associates Inc (DUNS:07-339-8414 TICKER:SSAX)

DESCRIPTORS: Manycompanies; Maintenance management; Enterprise resource
planning; **Software** industry
CLASSIFICATION CODES: 5130 (CN=Maintenance); 5240 (CN=Software & systems);
8302 (CN=Software and computer services)

48/8/3 (Item 3 from file: 15)
DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

01613870 02-64859

****USE FORMAT 9 FOR FULL TEXT****

Financial theory and practice in the application of TQM: The case of IBM

Rochester WORD COUNT: 5845 LENGTH: 17 Pages

Spring 1998

COMPANY NAMES:

IBM Corp (DUNS:00-136-8083 TICKER:IBM)

GEOGRAPHIC NAMES: US

DESCRIPTORS: Studies; Total quality; **Computer** industry; Financial
management; Theory; Financial executives; Models
CLASSIFICATION CODES: 9190 (CN=United States); 9130
(CN=Experimental/Theoretical); 8651 (CN=Computer industry); 5320
(CN=Quality control); 3100 (CN=Capital & debt management); 2130
(CN=Executives)

48/8/4 (Item 4 from file: 15)
DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

01245590 98-94985

****USE FORMAT 9 FOR FULL TEXT****

Need to network ? Professional organizations serve every facet of the
benefits industry WORD COUNT: 1864 LENGTH: 5 Pages

Jun 1996

COMPANY NAMES:

American Academy of Actuaries (DUNS:08-365-4442)

Employee Benefit Research Institute

American Society of Pension Actuaries

Self-Insurance Institute of America

Washington Business Gro on Health
GEOGRAPHIC NAMES: US

DESCRIPTORS: Employee benefits; Associations; Manycompanies; Member services

CLASSIFICATION CODES: 9540 (CN=Nonprofit institutions); 9190 (CN=United States); 6400 (CN=Employee benefits & compensation)

48/8/5 (Item 5 from file: 15)

DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

00743613 93-92834

****USE FORMAT 9 FOR FULL TEXT****

The usefulness of computer -based information to public managers

WORD COUNT: 8802 LENGTH: 20 Pages

Jun 1993

GEOGRAPHIC NAMES: US

DESCRIPTORS: Managers; Applications; Public officials; MIS; Polls & surveys
; Correlation analysis

CLASSIFICATION CODES: 2200 (CN=Managerial skills); 5240 (CN=Software & systems); 9130 (CN=Experimental/Theoretical); 9190 (CN=United States)

48/8/6 (Item 6 from file: 15)

DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

00678611 93-27832

****USE FORMAT 9 FOR FULL TEXT****

Pension World's 1993 software product directory WORD COUNT: 16122

LENGTH: 20 Pages

Mar 1993

COMPANY NAMES:

Actech Inc

Advent Software Inc

Benefit Plan Systems Corp

Buck Consultants Inc

Business Administration Services Inc

GEOGRAPHIC NAMES: US

DESCRIPTORS: Manycompanies; **Software** packages; Employee benefits

CLASSIFICATION CODES: 5240 (CN=Software & systems); 6400 (CN=Employee benefits & compensation); 9190 (CN=United States); 9000 (CN=Short Article)

48/8/7 (Item 7 from file: 15)

DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

00662660 93-11881

****USE FORMAT 9 FOR FULL TEXT****

The virtual corporation: An IT challenge WORD COUNT: 3003 LENGTH: 4
Pages

1992

COMPANY NAMES:

EC

GEOGRAPHIC NAMES: Europe

DESCRIPTORS: Information management; Technology; Development; Advantages;
ISDN; EC single market; Strategic planning; **Networks**

CLASSIFICATION CODES: 5200 (CN=Communications & information management);
5250 (CN=Telecommunications systems); 9175 (CN=Western Europe); 2310
(CN=Planning)

48/8/8 (Item 8 from file: 15)

DIALOG(R)File 15:(c) 2003 ProQuest Info&Learning. All rts. reserv.

00549816 91-24173

****USE FORMAT 9 FOR FULL TEXT****

Controlling R&D Spending WORD COUNT: 3076 LENGTH: 5 Pages

May 1991

GEOGRAPHIC NAMES: US

DESCRIPTORS: R&D; **Software** packages; Cost control; Accounting procedures; Efficiency; Recommendations

CLASSIFICATION CODES: 5400 (CN=Research & development); 4120 (CN=Accounting policies & procedures); 5240 (CN=Software & systems); 9190 (CN=United States)

48/8/9 (Item 1 from file: 621)

DIALOG(R)File 621:(c) 2003 The Gale Group. All rts. reserv.

01122324 Supplier Number: 40952496 (USE FORMAT 7 FOR FULLTEXT)

ANDERSEN CONSULTING'S MAC-PAC FOR THE IBM AS/400 SOFTWARE OFFERS

INTEGRATED SUPPORT TO IBM AS/400 USERS

Sept 26, 1989

Word Count: 978

PUBLISHER NAME: Various

COMPANY NAMES: *Andersen Consulting

EVENT NAMES: *330 (Product information)

GEOGRAPHIC NAMES: *1USA (United States); 1U3IL (Illinois)

PRODUCT NAMES: *7372410 (Business Applications Software)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

NAICS CODES: 51121 (**Software** Publishers)

TRADE NAMES: MAC-PAC

48/8/10 (Item 1 from file: 16)

DIALOG(R)File 16:(c) 2003 The Gale Group. All rts. reserv.

06816168 Supplier Number: 57011217 (USE FORMAT 7 FOR FULLTEXT)

WIN BIG WITH STRATEGIC 3PL RELATIONSHIPS.

Oct, 1999

Word Count: 2173

PUBLISHER NAME: Penton Media, Inc.

COMPANY NAMES: *Compaq Computer Corp.; Danka Office Imaging; Burnham Logistics; Customized Transportation Inc.

EVENT NAMES: *220 (Strategy & planning); 380 (Strategic alliances)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *3573260 (Computer Printers); 3573000 (Computers & Peripherals)

INDUSTRY NAMES: BUSN (Any type of business); TRAN (Transportation, Distribution and Purchasing)

NAICS CODES: 334119 (Other **Computer** Peripheral Equipment Manufacturing); 334111 (**Electronic Computer** Manufacturing)

SPECIAL FEATURES: LOB; COMPANY

48/8/11 (Item 2 from file: 16)

DIALOG(R)File 16:(c) 2003 The Gale Group. All rts. reserv.

04088560 Supplier Number: 45957469 (USE FORMAT 7 FOR FULLTEXT)

Capacity planning boosts IS performance and budgets

Nov 24, 1995

Word Count: 1429

PUBLISHER NAME: Boucher Communications, Inc.

COMPANY NAMES: *BGS Systems Inc.

EVENT NAMES: *330 (Product information)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *7372540 (Desktop Utilities)

INDUSTRY NAMES: BUSN (Any type of business); CMPT (Computers and Office

Automation)
NAICS CODES: 51121 (**Software** Publishers)
TICKER SYMBOLS: BGSS
SPECIAL FEATURES: COMPANY

48/8/12 (Item 1 from file: 148)
DIALOG(R) File 148:(c)2003 The Gale Group. All rts. reserv.

11805846 SUPPLIER NUMBER: 59474247 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Better budgets.(use of financial software by business enterprises)
Feb, 2000
WORD COUNT: 2856 LINE COUNT: 00241

INDUSTRY CODES/NAMES: BANK Banking, Finance and Accounting; BUSN Any
type of business
DESCRIPTORS: Business budgets--Planning; **Software** --Usage
GEOGRAPHIC CODES/NAMES: 1USA United States
PRODUCT/INDUSTRY NAMES: 7372411 (General Accounting & Financial Software)
NAICS CODES: 51121 **Software** Publishers
FILE SEGMENT: LRI File 150

48/8/13 (Item 2 from file: 148)
DIALOG(R) File 148:(c)2003 The Gale Group. All rts. reserv.

10462417 SUPPLIER NUMBER: 21134004 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**SAP America Public Sector Highlights New Customers; Newly Productive
Customers at Sapphire '98.**
Sept 15, 1998
WORD COUNT: 3684 LINE COUNT: 00344

COMPANY NAMES: SAP America Public Sector Inc.--Contracts
INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of
business
DESCRIPTORS: **Computer software** industry--Contracts
PRODUCT/INDUSTRY NAMES: 7372514 (Debugging & Testing Software)
SIC CODES: 7372 Prepackaged software
FILE SEGMENT: NW File 649

48/8/14 (Item 3 from file: 148)
DIALOG(R) File 148:(c)2003 The Gale Group. All rts. reserv.

09727032 SUPPLIER NUMBER: 19752240 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Oracle(R) Activity Management Gateway Integrates Oracle(R) Projects with
External Systems**
Sep 15, 1997
WORD COUNT: 1086 LINE COUNT: 00100

COMPANY NAMES: Oracle Corp.--Product introduction
INDUSTRY CODES/NAMES: BUS Business, General; BUSN Any type of
business
DESCRIPTORS: **Computer software** industry--Product introduction
PRODUCT/INDUSTRY NAMES: 7372620 (Network Software)
SIC CODES: 7372 Prepackaged software
TICKER SYMBOLS: ORCL
FILE SEGMENT: NW File 649

48/8/15 (Item 4 from file: 148)
DIALOG(R) File 148:(c)2003 The Gale Group. All rts. reserv.

08147241 SUPPLIER NUMBER: 17367515 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The latest intelligence. (On-Line Analytical Processing software)
August, 1995
WORD COUNT: 2118 LINE COUNT: 00164

SPECIAL FEATURES: illustration; photograph
INDUSTRY CODES/NAMES: INTL Business, International
DESCRIPTORS: Data base management systems-- **Computer** programs;
Information technology--Innovations
PRODUCT/INDUSTRY NAMES: 7372203 (Database Mgmt Software Pkgs)
SIC CODES: 7372 Prepackaged software
FILE SEGMENT: MI File 47

48/8/16 (Item 5 from file: 148)

DIALOG(R)File 148:(c)2003 The Gale Group. All rts. reserv.

07497825 SUPPLIER NUMBER: 15687393 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Solving the mystery of successfully implementing a computerized maintenance management system.

August, 1994

WORD COUNT: 2666 LINE COUNT: 00225

SPECIAL FEATURES: illustration; graph
INDUSTRY CODES/NAMES: GOVT Government and Law
DESCRIPTORS: Plant maintenance--Automation; **Computer** systems--Usage
FILE SEGMENT: TI File 148

48/8/17 (Item 6 from file: 148)

DIALOG(R)File 148:(c)2003 The Gale Group. All rts. reserv.

05834782 SUPPLIER NUMBER: 12118213 (USE FORMAT 7 OR 9 FOR FULL TEXT)
1992 software product directory. (software for pension and employee benefits industries) (Exclusive Survey) (Directory)

March, 1992

WORD COUNT: 19838 LINE COUNT: 02020

SPECIAL FEATURES: illustration; table
INDUSTRY CODES/NAMES: INSR Insurance and Human Resources
DESCRIPTORS: **Software** --Directories; Employee fringe benefits-- **Computer** programs; Defined benefit pension plans-- **Computer** programs; **Computer software** industry--Products
SIC CODES: 7372 Prepackaged software
FILE SEGMENT: TI File 148

48/8/18 (Item 7 from file: 148)

DIALOG(R)File 148:(c)2003 The Gale Group. All rts. reserv.

05198623 SUPPLIER NUMBER: 10859835 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer equipment and software . (1991 U.S. Industrial Outlook)

Annual, 1991

WORD COUNT: 16703 LINE COUNT: 01392

SPECIAL FEATURES: illustration; photograph; table; graph
INDUSTRY CODES/NAMES: BUS Business, General
DESCRIPTORS: **Computer** industry--Forecasts; **Computer** peripherals industry--Forecasts; **Computer software** industry--Forecasts; Economic indicators--Statistics; Industrial development--Forecasts; United States economic conditions--Analysis
SIC CODES: 3571 Electronic computers; 3577 Computer peripheral equipment, not elsewhere classified; 7371 Computer programming services; 7372 Prepackaged software
FILE SEGMENT: TI File 148

48/8/19 (Item 8 from file: 148)

DIALOG(R)File 148:(c)2003 The Gale Group. All rts. reserv.

04876385 SUPPLIER NUMBER: 09200326 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Your SELECT statement is:
 s (eperformance or best()people or bestpeople or elearning or
 call()center()metrics) and accenture

Dialog
 4/11/04

Items	File
3	9: Business & Industry(R)_Jul/1994-2004/Jan 08
21	13: BAMP_2003/Dec W3
25	15: ABI/Inform(R)_1971-2004/Jan 10
144	16: Gale Group PROMT(R)_1990-2004/Jan 12
226	20: Dialog Global Reporter_1997-2004/Jan 11
6	47: Gale Group Magazine DB(TM)_1959-2004/Jan 02
8	75: TGG Management Contents(R)_86-2004/Jan W1
Examined 50 files	
5	88: Gale Group Business A.R.T.S._1976-2004/Jan 12
2	101: Disclosure Database(R)_2004/Jan W1
3	111: TGG Natl.Newspaper Index(SM)_1979-2004/Jan 08
2	122: Harvard Business Review_1971-2003/Dec
Examined 100 files	
163	148: Gale Group Trade & Industry DB_1976-2004/Jan 12
Examined 150 files	
1	256: SoftBase:Reviews,Companies&Prods._82-2004/Dec
5	262: CBCA Fulltext_1982-2004/Jan
1	267: Finance & Banking Newsletters_2004/Jan 07
8	275: Gale Group Computer DB(TM)_1983-2004/Jan 12
Examined 200 files	
1	349: PCT FULLTEXT_1979-2002/UB=20031225,UT=20031218
Examined 250 files	
Examined 300 files	
3	476: Financial Times Fulltext_1982-2004/Jan 10
1	477: Irish Times_1999-2004/Jan 10
5	484: Periodical Abs Plustext_1986-2004/Jan W1
4	485: Accounting & Tax DB_1971-2004/Jan W1
1	505: Asian Co. Profiles_2004/Jan
Examined 350 files	
28	545: Investext(R)_1982-2004/Jan 11
6	553: Wilson Bus. Abs. FullText_1982-2003/Nov
2	554: TFSD J V & Alliances_1990-2004/Jan 12
4	564: ICC Brit.Co.Ann.Rpts_1984-2003/Dec 21
5	570: Gale Group MARS(R)_1984-2004/Jan 12
1	606: Africa News_1999-2004/Jan 10
4	608: KR/T Bus.News._1992-2004/Jan 11
Examined 400 files	
36	609: Bridge World Markets_2000-2001/Oct 01
164	610: Business Wire_1999-2004/Jan 11
18	613: PR Newswire_1999-2004/Jan 11
20	619: Asia Intelligence Wire_1995-2004/Jan 10
1	620: EIU:Viewswire_2004/Jan 09
131	621: Gale Group New Prod.Annou.(R)_1985-2004/Jan 12
1	622: EIU Magazines_2000-2004/Jan 09
1	623: Business Week_1985-2004/Jan 10
1	624: McGraw-Hill Publications_1985-2004/Jan 10
2	629: EIU:BUS. Newsletters_2004/Jan W1
1	631: Boston Globe_1980-2004/Jan 09
10	635: Business Dateline(R)_1985-2004/Jan 10
9	636: Gale Group Newsletter DB(TM)_1987-2004/Jan 12
4	647: CMP Computer Fulltext_1988-2004/Dec W4
130	649: Gale Group Newswire ASAP(TM)_2004/Jan 02
1	654: US Pat.Full._1976-2004/Jan 08
Examined 450 files	
2	710: Times/Sun.Times(London)_Jun 1988-2004/Jan 10
3	727: Canadian Newspapers_1990-2004/Jan 10
2	728: Asia/Pac News_1994-2004/Jan W1
Examined 500 files	
1	756: Daily/Sunday Telegraph_2000-2004/Jan 11
4	761: Datamonitor Market Res._1992-2003/Dec
1	767: Frost & Sullivan Market Eng_2004/Jan
7	781: ProQuest Newsstand_1998-2004/Jan 11
Examined 550 files	

Sum

13 990: NewsRoom Current Oct_2004/Jan 11
32 992: NewsRoom Current_2003/Sep 30
64 993: NewsRoom 2002
146 994: NewsRoom 2001
2 995: NewsRoom 2000

57 files have one or more items; file list includes 555 files.

Set	Items	Description
S1	1495	(EPERFORMANCE OR BEST() PEOPLE OR BESTPEOPLE OR ELEARNING OR CALL() CENTER() METRICS) AND ACCENTURE
S2	538	RD (unique items)
S3	4	S2 AND PY<=2000 <i>kwic</i>
File	9:	Business & Industry(R) Jul/1994-2004/Jan 08 (c) 2004 Resp. DB Svcs.
File	13:	BAMP 2003/Dec W3 (c) 2003 Resp. DB Svcs.
File	15:	ABI/Inform(R) 1971-2004/Jan 10 (c) 2004 ProQuest Info&Learning
File	16:	Gale Group PROMT(R) 1990-2004/Jan 12 (c) 2004 The Gale Group
File	20:	Dialog Global Reporter 1997-2004/Jan 11 (c) 2004 The Dialog Corp.
File	47:	Gale Group Magazine DB(TM) 1959-2004/Jan 02 (c) 2004 The Gale group
File	75:	TGG Management Contents(R) 86-2004/Jan W1 (c) 2004 The Gale Group
File	88:	Gale Group Business A.R.T.S. 1976-2004/Jan 12 (c) 2004 The Gale Group
File	101:	Disclosure Database(R) 2004/Jan W1 (c) 2004 Thomson Financial
File	111:	TGG Natl.Newspaper Index(SM) 1979-2004/Jan 08 (c) 2004 The Gale Group
File	122:	Harvard Business Review 1971-2003/Dec (c) 2003 Harvard Business Review
File	148:	Gale Group Trade & Industry DB 1976-2004/Jan 12 (c) 2004 The Gale Group
File	256:	SoftBase:Reviews,Companies&Prods. 82-2004/Dec (c) 2004 Info.Sources Inc
File	262:	CBCA Fulltext 1982-2004/Jan (c) 2004 Micromedia Ltd.
File	267:	Finance & Banking Newsletters 2004/Jan 07 (c) 2004 The Dialog Corp.
File	275:	Gale Group Computer DB(TM) 1983-2004/Jan 12 (c) 2004 The Gale Group
File	349:	PCT FULLTEXT 1979-2002/UB=20031225,UT=20031218 (c) 2003 WIPO/Univentio
File	476:	Financial Times Fulltext 1982-2004/Jan 10 (c) 2004 Financial Times Ltd
File	477:	Irish Times 1999-2004/Jan 10 (c) 2004 Irish Times
File	484:	Periodical Abs Plustext 1986-2004/Jan W1 (c) 2004 ProQuest
File	485:	Accounting & Tax DB 1971-2004/Jan W1 (c) 2004 ProQuest Info&Learning
File	505:	Asian Co. Profiles 2004/Jan (c) 2004 FBR Bus Info Svcs
File	545:	Investext(R) 1982-2004/Jan 11 (c) 2004 Thomson Financial Networks
File	553:	Wilson Bus. Abs. FullText 1982-2003/Nov (c) 2003 The HW Wilson Co
File	554:	TFSD J V & Alliances 1990-2004/Jan 12 (c) 2004 Thomson Fin Sec Data
File	564:	ICC Brit.Co.Ann.Rpts 1984-2003/Dec 21 (c) 2003 ICC Online Inform.Group
File	570:	Gale Group MARS(R) 1984-2004/Jan 12 (c) 2004 The Gale Group
File	606:	Africa News 1999-2004/Jan 10 (c) 2004 Africa News Service Via Comtex
File	608:	KR/T Bus.News. 1992-2004/Jan 11 (c) 2004 Knight Ridder/Tribune Bus News
File	609:	Bridge World Markets 2000-2001/Oct 01 (c) 2001 Bridge
File	610:	Business Wire 1999-2004/Jan 11 (c) 2004 Business Wire.
File	613:	PR Newswire 1999-2004/Jan 11 (c) 2004 PR Newswire Association Inc

File 619:Asia Intelligence Wire 1995-2004/Jan 10
(c) 2004 Fin. Times Ltd
File 620:EIU:Viewswire 2004/Jan 09
(c) 2004 Economist Intelligence Unit
File 621:Gale Group New Prod. Annou. (R) 1985-2004/Jan 12
(c) 2004 The Gale Group
File 622:EIU Magazines 2000-2004/Jan 09
(c) 2004 EIU Magazines
File 623:Business Week 1985-2004/Jan 10
(c) 2004 The McGraw-Hill Companies Inc
File 624:McGraw-Hill Publications 1985-2004/Jan 10
(c) 2004 McGraw-Hill Co. Inc
File 629:EIU:BUS. Newsletters 2004/Jan W1
(c) 2004 Economist Intelligence Unit
File 631:Boston Globe 1980-2004/Jan 09
(c) 2004 Boston Globe
File 635:Business Dateline(R) 1985-2004/Jan 10
(c) 2004 ProQuest Info&Learning
File 636:Gale Group Newsletter DB(TM) 1987-2004/Jan 12
(c) 2004 The Gale Group
File 647:CMP Computer Fulltext 1988-2004/Dec W4
(c) 2004 CMP Media, LLC
File 649:Gale Group Newswire ASAP(TM) 2004/Jan 02
(c) 2004 The Gale Group
File 654:US Pat.Full. 1976-2004/Jan 08
(c) Format only 2004 The Dialog Corp.
File 710:Times/Sun.Times(London) Jun 1988-2004/Jan 10
(c) 2004 Times Newspapers
File 727:Canadian Newspapers 1990-2004/Jan 10
(c) 2004 Southam Inc.
File 728:Asia/Pac News 1994-2004/Jan W1
(c) 2004 Dialog Corporation
File 756:Daily/Sunday Telegraph 2000-2004/Jan 11
(c) 2004 Telegraph Group
File 761:Datanator Market Res. 1992-2003/Dec
(c) 2003 Datanator
File 767:Frost & Sullivan Market Eng 2004/Jan
(c) 2004 Frost & Sullivan Inc.
File 781:ProQuest Newsstand 1998-2004/Jan 11
(c) 2004 ProQuest Info&Learning
File 990:NewsRoom Current Oct 2004/Jan 11
(c) 2004 The Dialog Corporation
File 992:NewsRoom Current 2003/Sep 30
(c) 2004 The Dialog Corporation
File 993:NewsRoom 2002
(c) 2004 The Dialog Corporation
File 994:NewsRoom 2001
(c) 2004 The Dialog Corporation
File 995:NewsRoom 2000
(c) 2004 The Dialog Corporation

3/9/1 (Item 1 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
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08148639 Supplier Number: 68149364 (THIS IS THE FULLTEXT)
**PERFORM Inc. Teams With Andersen Consulting to Deliver Dynamic Web-Enabled
"Performance Management" Solutions.**

Business Wire, p2418

Dec 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 830

TEXT:

Business Editors/High-Tech Writers

NEW YORK--(BUSINESS WIRE)--Dec. 18, 2000

Tools and Processes Aimed at Empowering Workers,
Improve Productivity

PERFORM Inc. and Andersen Consulting today announced a global alliance to deliver Web-enabled human performance, organizational planning and career management solutions. PERFORM Inc., a leading application service provider (ASP) specializing in human performance management, and Andersen Consulting, a leading global management and technology consultancy, which will be renamed **Accenture** on 01/01/01, will co-market tools and processes that solve a variety of human performance and workforce development issues.

Through its Human Performance practice, Andersen Consulting delivers customized performance management solutions to clients in diverse industries. Together, Andersen Consulting and PERFORM Inc. will provide a suite of solutions that enable companies to gather, organize and assess appraisal, feedback and goal information from employees at their desktops. These metrics will also enable businesses to develop world-class human resources operations, manage large-scale workforce transformations, promote individual career development and enhance performance throughout their extended enterprises. Andersen Consulting and PERFORM Inc. are also combining their intellectual capital to create new releases of the tool suite, expected for early 2001.

"PERFORM Inc.'s technology ushers in a new era for the discipline of managing people, and our firm is excited about the tremendous value it will help us bring to our clients," said Garth R. Andrus, partner, Andersen Consulting. "This alliance will help us advance an Internet-based Performance Management model that we view as vital to empowering employees, helping them manage their careers and thereby enabling their enterprises to achieve real productivity gains and financial success in the new economy."

The combination of PERFORM Inc.'s innovative platform of adaptable Web-based tools and Andersen Consulting's Human Performance capabilities, will help clients integrate their human performance initiatives with Web technologies to deliver powerful workforce development applications directly to the corporate desktop.

Studies have shown that companies using effective performance management techniques realize considerable increases in sales and income per employee -- as well as in total shareholder return. According to recent industry research, firms with the most effective human resource management systems exhibited dramatically higher performance: employee turnover was close to half, sales per employee were four times as great, and the ratio of firm market value to the book value of assets -- a key indicator of management quality, as it indicates the extent to which management has increased shareholder's initial investment -- was more than three times as large in high performing companies. (Becker, Huselid and Ulrich, The HR Scorecard: Linking People Strategy and Performance, Harvard Business School Press, forthcoming).

"It's no secret that people are the key to organizational excellence, and we've made it our mission to unleash the power of the Internet to promote better, more creative and more productive human resources management," said Tony Rich, CEO of PERFORM Inc. "Companies of all shapes and sizes are looking for new and dynamic ways to meet the challenges of talent management that include identifying and retaining top talent, developing leaders and harnessing the power of the workforce to deliver against increasingly demanding organizational objectives. With its world-class client relationships across the spectrum of global enterprises,

Andersen Consulting will be a powerful partner in delivering our solutions to the world."

About PERFORM Inc.

PERFORM Inc. is the market leader in developing and implementing an innovative new platform of Web-based solutions for performance and career management. With more than four years of web delivery experience, PERFORM Inc. is focused on delivering premier human performance management solutions that leverage the hassle-free Application Service Provider model. PERFORM Inc.'s clients include Fortune 500 companies in such industries as telecommunications, high tech, transportation, government, financial services and professional services. PERFORM Inc. currently has 60 employees and is headquartered in New York. More information on PERFORM Inc. can be obtained at its Web site, <http://www.PERFORM.com>.

About Andersen Consulting

Andersen Consulting's Human Performance practice exists to help its clients around the globe address their most critical people issues through new approaches in the integrated areas of Human Resources, **eLearning**, Knowledge Management and Performance Management.

On January 1, 2001, Andersen Consulting, the \$8.9 billion global management and technology consulting organization, will change its name to **Accenture** (pronounced: ak-SEN-chure, as in "accent" + "future"). The firm is reinventing itself to become the market maker, architect and builder of the new economy, bringing innovations to improve the way the world works and lives. More than 70,000 people in 46 countries deliver a wide range of specialized capabilities and solutions to clients across all industries. Under its network of business strategy, the firm meets a full range of client needs -- consulting, technology, outsourcing, alliances and venture capital. Andersen Consulting's home page address is <http://www.ac.com>. Renamed. Redefined. Reborn. 01/01/01.

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3/9/2 (Item 2 from file: 16)
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08134889 Supplier Number: 67927110 (THIS IS THE FULLTEXT)
Yahoo! and Andersen Consulting Team to Deliver Customized Corporate Portals.

Business Wire, p2136

Dec 13, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 844

TEXT:

Business Editors/High-Tech Writers

NEW YORK & SANTA CLARA, Calif.--(BUSINESS WIRE)--Dec. 13, 2000

Andersen Consulting and Yahoo! Inc. (Nasdaq: YHOO) today announced an alliance to deliver customized corporate portal solutions leveraging Yahoo!'s enterprise information portal, Corporate Yahoo!(TM). Based on the widely-used My Yahoo!(R) (<http://my.yahoo.com>) interface, Corporate Yahoo! enables companies to integrate proprietary corporate content and applications with Yahoo!'s personalized Internet content and services securely behind existing firewalls.

Through its Human Performance practice, Andersen Consulting, to be renamed **Accenture** on 01.01.01, delivers customized knowledge management solutions to clients in virtually every industry. This new alliance will help Andersen Consulting to offer Corporate Yahoo! as a component of select knowledge management solutions to clients that want to meet the information needs and enhance the capabilities of their employees in the digital economy.

Corporate Yahoo! enterprise solutions deployed under the alliance will help large-scale organizations and start-ups alike accelerate their ability to respond to customer and business needs by giving their employees instant access to tailored knowledge and information from both internal and external sources. The alliance will enhance Andersen Consulting's ability to deliver portal integration delivery services and help Yahoo! expand its enterprise services and accelerate installation and deployment for its customers.

"Because information is the key to success in the global marketplace, companies are eager to enhance collaboration and communication within their organizations," said Stephen D. Tibbs, partner at Andersen Consulting. "By teaming with Yahoo!, we can offer our clients access to thousands of content providers and personalization services, which, in turn, will enable their employees to be more productive by giving them the best access to customized information."

"To succeed in this global economy, corporations need to apply knowledge in new and powerful ways to get to market quickly. We are delighted to team with Andersen Consulting to help corporations do just that," said Jeff Mallett, president and chief operating officer of Yahoo!. "Additionally, this agreement helps us accelerate installation and deployment of the Corporate Yahoo! solution that has been so well accepted by our enterprise customers."

Prior Experience Delivering Portal Solutions

Earlier this year, Andersen Consulting and Yahoo! announced a contract with the North Carolina state government, in conjunction with BellSouth, to develop NC @ Your Service (<http://www.ncgov.com>), a site that offers a common entry point to three separate portals: one for businesses, one for state employees, and one for citizens. Using the Corporate Yahoo! platform and the business integration services of Andersen Consulting, North Carolina was able to quickly integrate its government content and services with Yahoo!'s Internet content and services to provide citizens with access to motor vehicle registration renewal and state fair tickets as well as Yahoo!'s local weather, mail and calendar services. NC @ Your Service received Government Technology magazine's 2000 "Best of the Web" award signifying excellence in Internet-based initiatives among state governments nationwide.

About Yahoo!

Yahoo! Inc. is a global Internet communications, commerce and media company that offers a comprehensive branded network of services to more than 166 million individuals each month worldwide. As the first online

navigation guide to the Web, www.yahoo.com is the leading guide in terms of traffic, advertising, household and business user reach, and is one of the most recognized brands associated with the Internet. The company also provides online business services designed to enhance the Web presence of Yahoo!'s clients, including audio and video streaming, store hosting and management, and Web site tools and services. The company's global Web network includes 24 World properties. Yahoo! has offices in Europe, the Asia Pacific, Latin America, Canada and the United States, and is headquartered in Santa Clara, Calif.

About Andersen Consulting

On January 1, 2001, Andersen Consulting, the \$8.9 billion global management and technology consulting organization, will change its name to **Accenture** (pronounced: ak-SEN-chure, similar to "adventure" and stressing "accent" + "future"). The firm is reinventing itself to become the market maker, architect and builder of the new economy, bringing innovations to improve the way the world works and lives. More than 65,000 people in 48 countries deliver a wide range of specialized capabilities and solutions to clients across all industries. Under its strategy, the firm is building a network of businesses to meet the full range of client needs -- consulting, technology, outsourcing, alliances and venture capital. Andersen Consulting's home page address is www.ac.com.

Andersen Consulting's Human Performance practice -- the largest of its kind in the world -- helps its clients address their most critical people issues through new approaches in the integrated areas of Human Resources, **eLearning**, Knowledge Management and Performance Management.

Yahoo!, Corporate Yahoo!, MyYahoo!, and the Yahoo! logo are trademarks and/or registered trademarks of Yahoo! Inc.

All other names are trademarks and/or

registered trademarks of their respective owners.

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Meeting a competitive challenge: upgrading computer resources at Grumman Data Systems. (Corporate Information System-Business Operation Support System)

Sept-Oct, 1990

WORD COUNT: 1868 LINE COUNT: 00160

SPECIAL FEATURES: illustration; chart

COMPANY NAMES: Grumman Corp. Data Systems Div.--Computer programs

INDUSTRY CODES/NAMES: BUS Business, General

DESCRIPTORS: **Computer** systems integrators--Innovations; Executive Information Systems-- **Computer** programs; **Computer** industry-- **Computer** programs; Data base management systems--Economic aspects

SIC CODES: 3571 Electronic computers; 7373 Computer integrated systems design

FILE SEGMENT: TI File 148

48/8/20 (Item 9 from file: 148)

DIALOG(R) File 148: (c)2003 The Gale Group. All rts. reserv.

03915034 SUPPLIER NUMBER: 07607391 (USE FORMAT 7 OR 9 FOR FULL TEXT)

1989 fifth annual directory of software and services. (Software and Services Listings) (directory)

May, 1989

WORD COUNT: 9806 LINE COUNT: 00938

SPECIAL FEATURES: illustration; cartoon

INDUSTRY CODES/NAMES: TRAN Transportation, Distribution and Purchasing

DESCRIPTORS: Transportation-- **Computer** programs; **Software** --Directories ; Logistics-- **Computer** programs; Warehousing-- **Computer** programs

SIC CODES: 4700 TRANSPORTATION SERVICES

FILE SEGMENT: TI File 148

?t48/3,k/1,2,5,7,9,12,14,15,16,19

48/3,K/1 (Item 1 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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02398030 117542172

Network -based project planning and scheduling

Khamooshi, Homayoun

Industrial Management + Data Systems v96n8 PP: 13 1996

ISSN: 0263-5577 JRNL CODE: IDS

WORD COUNT: 5570

Network -based project planning and scheduling

TEXT: Homayoun Khamooshi: Senior Lecturer, Faculty of Management and Business, Nene College of Higher Education , Northampton, UK

Introduction

Since the development of network-based project management or so called PERT ...

... is there a high probability of producing good schedules at a number of varied conditions?

Measures of performance for comparing schedules

Usually the proposed procedure is to use project duration as a measure...

... new schedule might be dramatically different from the previous one, requiring reorganization of the project **workforce** , schedule, **plan** , etc. So clearly there is a need for more flexible schedules. To think more practically...planners as a yardstick in deciding on selecting or rejecting a schedule or as a **measure of performance** of priority rules, is flexibility. Haralakakis[5] in his paper proposed a ratio which is...

... activity could be delayed without changing the starting point of dependent activities. Therefore a new **measure** of **performance** of a scheduling policy is introduced and named "remaining free float ratio" or "free float... In this research a comparative study of different heuristic rules is carried out while the **measure** of **performance** or efficiency of a schedule has not only been project duration or project delay, but...

... large number of real life projects were collected through the "applied project planning and scheduling **courses** " conducted by the author in a variety of industries. So these networks are the ones...based on the best results produced by DPSM through a search technique.

The analysis of **measures** of **performance** for application of DPSM to the real world projects shows that generally DPSM is more...based Management Systems, John Wiley and Sons, New York, NY, 1967.

9. Arney, L.R., **Budget Planning** and Control System, Pitman, London, 1979

10. Austin A.D. and Neale R.H., Managing...

...York, NY, 1962.

35. Shamshiri, K. and Hoseinzadeh, M., "A theoretical and practical project management **course** ", Shiraz Refinery, NIOC, Iran, 1984.

36. Smith, A.W., "A system view of project management...

...DESCRIPTORS: **Network** storage

48/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01691206 03-42196

An expansive proposition

Michel, Roberto

Manufacturing Systems v16n7 PP: 25-106 Jul 1998

ISSN: 0748-948X JRNL CODE: MFS

WORD COUNT: 33912

...TEXT: 2 Oracle Corp.

Applications spark continuous improvement

A lot of people might be surprised to **learn** that application sales currently represent the fastest-growing portion of Oracle Corp.'s business. That...then evaluate how they want to deal with system issues over the long term."

Of **course** , J.D. Edwards hopes some of these evaluations result in the purchase of OneWorld, a... and chemicals. Movex has more than 60 modules handling everything from inventory control and production **planning** , to distribution, financials, **human resources** , and decision support.

"Movex is not only very broad, but it provides deep functions for...come in to the process early to handle everything from application decision-making to installation, **training** , database support, upgrades, and even help desk and after sales ...The background we've come from-where unstable economies have been rather a matter of **course** -differentiates us in the ability to deal with rapid change," says Rhett Thompson, CEO of... support and strengthen our successes." 38 Datastream Systems

Asset management for all manufacturers

Over the **course** of the past year, Datastream Systems, a Greenville, S.C.-based supplier of computerized maintenance...

...of a European sales force that understands the market and manufacturers' requirements," Millwood says. "Of **course** , the other big advantage is that we gained a high-end system, which we are...the configurator, manufacturers can quickly produce accurate proposal documents, as well as cost estimates and **budget plans** . A Web-based configurator has been released for remote salespeople and field technicians, and the...a relative newcomer to the manufacturing ERP market. While it was known in the higher- **education** , government, telecommunications, and utilities markets, SCT didn't enter the manufacturing ERP market until after...are moving feverishly to get out packages on the NT platform, HarrisData has stayed the **course** exclusively with the IBM AS/400 mid-sized computer, lately reconfigured as a client/server... sending salespeople all over the country," he says. "The result is that our prospects conveniently **learn** about the system, and we have greater resources to devote to development, support, and service... alliance, Telesis will continue to be responsible for implementation until the new channel has been **trained** in its products and methodology. Other Telesis plans and policies will remain essentially the same... and attendance, and coil management for tracking coil usage. No money changed hands except for **training** , because all upgrades and new modules are "free" if the customer has a maintenance agreement...release control-that's all our fully integrated, no bolt-ons... We do our own **training** , installations, maintenance, hotlines. That's what most of the Tier Is are looking for."

In...

... TRANS4M Lite-a turnkey hardware/software system with on-line technical support and a predefined **education** /consulting package. Indeed, CMI, with a strong Tier 1 position, stands to benefit from a...should know how actions will affect their bottom line."

Walker's Horizon analytic applications suite **measures performance** by blending financial and operational data from numerous sources for value-added analysis, planning, and...

...DESCRIPTORS: **Software** industry

48/3,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00743613 93-92834

The usefulness of computer -based information to public managers

Kraemer, Kenneth L; Danziger, James N; Dunkle, Debora E; King, John L

MIS Quarterly v17n2 PP: 129-148 Jun 1993

ISSN: 0276-7783 JRNL CODE: MIS

WORD COUNT: 8802

The usefulness of computer -based information to public managers

...TEXT: is now considerably higher, particularly in tracking the status of financial and human resources and **measuring performance** . Thus, our expectation is that most managers find CBI useful in some cases, with some ... size, a specific set of department heads was surveyed, selected from particular government departments: finance, **budget** , police, library, **planning** , **personnel** , fire, public works, public health, public welfare, assessment, traffic, utilities, treasury, central garage, parks and...role for staff professionals is not that of information brokers but of mentors, who help **train** their managers to be active users of computing. This prescription for managers is supported by...

...are so extensive that they seldom, if ever, can create regular blocks of time to **learn** major new computing skills that might have eventual payoffs or, even they did, to sustain...Computing Surveys, and Telecommunications Policy, among other journals. He is currently conducting research on IS **performance measurement** , advanced integrated manufacturing environments in U.S. companies, and the globalization of IT production and...

48/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00662660 93-11881

The virtual corporation: An IT challenge

Gamble, Paul R

Logistics Information Management v5n4 PP: 34-37 1992

ISSN: 0957-6053 JRNL CODE: LIM

WORD COUNT: 3003

...ABSTRACT: they have placed emphasis on the technology itself rather than on the information. Managers must **learn** to understand how to exploit IT. Integrated Services Digital Network (ISDN), which turns an ordinary...

...TEXT: more open sharing of corporate values.

(4) Organizations will need to pay considerable attention to **education**, **training** and work design. The rate at which managers and workers can **learn** new skills will determine the rate at which an organization can respond to change.

POTENTIAL... The group is now obtaining about 20 per cent of its strategic information from external **measures**, including competitor **performance**. This has enabled directors to focus on key issues in such a way that both ...

... a resource of equal importance to personnel or finance is not recognized. Many companies produce **budgets** and business **plans**, some also produce **manpower** development **plans**, but there are very few which produce IT plans. Even those which do are often...

... the corporation through IT connectivity, they will need to put into place managers who are **trained** to envisage the organization from a new perspective.

REFERENCES

1. Kehoe, L., "Continent of Opportunity...

...August 1985, pp. 149-60.

4. Galliers, R.D., "Pinstripes at the Terminals", Times Higher **Education** Supplement, 29 June 1990, p. 26.

5. OECD, New Telecommunications Services--Videotext Development Strategies, Information...

...DESCRIPTORS: **Networks**

48/3,K/9 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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01122324 Supplier Number: 40952496 (USE FORMAT 7 FOR FULLTEXT)

ANDERSEN CONSULTING'S MAC-PAC FOR THE IBM AS/400 SOFTWARE OFFERS

INTEGRATED SUPPORT TO IBM AS/400 USERS

News Release, p1

Sept 26, 1989

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 978

ANDERSEN CONSULTING'S MAC-PAC FOR THE IBM AS/400 SOFTWARE OFFERS

INTEGRATED SUPPORT TO IBM AS/400 USERS

... can increase work force productivity and

keep production running smoothly by scheduling resources and measuring **labor** efficiency.

- o Capacity **Planning** -- helps detect bottlenecks, and offers alternative methods for resolving them.

- o Product Costing -- helps develop...

...information in a clear and flexible format. Accounting and reporting structures can simultaneously control many **budgets** and fiscal Years and **measure planned** vs. actual **performance** for each company unit.

- o Just in-Time -- offers the planning and control tools to...

...the services necessary to integrate complex business systems. The worldwide practice has 16,000 highly **trained** professionals.

In addition to information technology services, The Arthur Andersen Worldwide Organization provides professional services in accounting and audit, tax and professional **education** to

NAICS CODES: 51121 (**Software** Publishers)

48/3,K/12 (Item 1 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB

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11805846 SUPPLIER NUMBER: 59474247 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Better budgets.(use of financial software by business enterprises)

Banham, Russ

Journal of Accountancy, 189, 2, 37

Feb, 2000

ISSN: 0021-8448

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 2856 LINE COUNT: 00241

Better budgets.(use of financial software by business enterprises)

... their initial return on investment within a few years, thanks to better decision making, reduced **planning** cycles, a more motivated, collaborative **workforce** and a sharper competitive edge," says Lawrence Serven, a principal at the Buttonwood Group, a...

...He estimates that a quarter of the Fortune 1000 are currently starting on such a **course** .

THE LONG VIEW WAS NEARSIGHTED

In large part, the effort is based on a simple...the EAS system. This two-way functionality finally gives Fujitsu financial managers the ability to **measure** real **performance** . Says Parker, "We used to predict something but had no capability to measure it. For...

...the Pillar program, which advised the company to hold back on hiring and other capital **plans** during the period. Fujitsu's **budget** was then changed to accommodate this.

Gattenio's experience jibes, and she says, "For example...revealed that only 58% of companies link bonuses, merit pay increases and profit sharing to **measurable performance** of strategic and tactical plans. That's a mistake, Axsom says. "If you want employees...

...Fujitsu's system of linking roughly 40% of managers' compensation to successful execution of departmental **plans** and **budgets** motivates them. The compensation link can be very narrowly defined. For example, if the objective...

...users' ERP and EAS systems.

While all these software tools offer a better way to **plan** and **budget** , what they are becoming is far more important--the foundation for the business infrastructure of...

...so exhausted they give up.

* WHILE ALL THESE SOFTWARE tools offer a better way to **plan** and **budget** , what they are becoming is far more important-the foundation for the business infrastructure of...

...DESCRIPTORS: **Software** --

NAICS CODES: 51121 **Software** Publishers

48/3,K/14 (Item 3 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB

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09727032 SUPPLIER NUMBER: 19752240 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Oracle(R) Activity Management Gateway Integrates Oracle(R) Projects with External Systems

PR Newswire, p915LAM054

Sep 15, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1086 LINE COUNT: 00100

... reporting.

Yale University has plans to capitalize on the Oracle AMG for its Financial and **Human Resource** Modernization Project **plans** . The Yale Project involves the implementation of the following Oracle Applications: Oracle Projects, Oracle Human...

...integrate with:

* Project Planning and Scheduling Systems - Oracle users can create, delete, or update projects, **budgets** , and resource lists with project **planning** and scheduling systems, and share this information with Oracle Projects. Also, users can collect actual...

...Oracle Projects and send this information to the project management system for analysis. In addition, **performance measurements** , such as percent complete and earned value, can be calculated or entered in the external...

...7 billion, the company offers its database, tools and application products, along with related consulting, **education** and support services, in more than 140 countries around the world.

For more information about...

DESCRIPTORS: **Computer software** industry...

48/3,K/15 (Item 4 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB

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08147241 SUPPLIER NUMBER: 17367515 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The latest intelligence. (On-Line Analytical Processing software)

Bird, Jane

Management Today, p52(3)

August, 1995

ISSN: 0025-1925 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2118 LINE COUNT: 00164

The latest intelligence. (On-Line Analytical Processing software)

... are vulnerable to attack from rivals. In the public sector, OLAP is being used for **manpower** and **budget planning** and to measure the effectiveness of products and services.

For companies in the consumer market...

...Sony Broadcast & Professional (UK) which has implemented an OLAP system to improve the forecasting and **measurement** of business **performance** .

'Previously, almost all management reports were being compiled from data copied and re-keyed from...did a rough prototype and he began to get really excited,' says Wright. 'Now I **train** users and they can't believe it is possible to have such a leap forward...

...DESCRIPTORS: **Computer** programs

48/3,K/16 (Item 5 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
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07497825 SUPPLIER NUMBER: 15687393 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Solving the mystery of successfully implementing a computerized maintenance management system.
Brandon, Roy O.
Public Works, v125, n9, p36(3)
August, 1994
ISSN: 0033-3840 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2666 LINE COUNT: 00225

TEXT:

...future of equipment failure has already been predisposed. In the absence of equipment history and **planned** maintenance activities, all **budget** resources are simply fuel to perpetuate reactive maintenance. Maintenance must become accountable for the preparation...

... to create a new and proactive maintenance program. Define what successful implementation means for all **personnel** and design the implementation **plan** to assist in achieving these objectives. With these goals in mind, people focus on the...requests, and all other activities related to supporting the operation.

The time it takes to **learn** to follow practices and procedures is dramatically shorter than trying to utilize a system in multiple ways. Figure 1 indicates understanding practices and procedures is much faster than **learning** new techniques. It is important that newly established practices are consistently followed to ensure their...Measure and Monitor Your Success. It is essential to establish maintenance goals and monitor maintenance **performance**. These **measurements** should not be used to evaluate individual performance, only organizational performance. When data are used...

...it is clear the maintenance planner was in error, then the review serves as a **learning** tool. If the maintenance worker is in error, perhaps additional **training** should be provided. In either case, consistency in evaluating indicators shows management's commitment to...

...new effective maintenance procedures accelerates the implementation process. Evaluating maintenance indicators keeps the organization on **course** and improves maintenance productivity by focusing on the system, not individuals.

Clearly, in today's...

...DESCRIPTORS: **Computer** systems

48/3,K/19 (Item 8 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
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04876385 SUPPLIER NUMBER: 09200326 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Meeting a competitive challenge: upgrading computer resources at Grumman Data Systems. (Corporate Information System-Business Operation Support System)
Dugan, Margot
Industrial Management, v32, n5, p21(3)
Sept-Oct, 1990
ISSN: 0019-8471 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Meeting a competitive challenge: upgrading computer resources at Grumman Data Systems. (Corporate Information System-Business Operation Support System)

... business operations through CIS/BOSS by integrating, and distributing on-line, data relating to management, **planning**, budgeting, purchasing, **personnel**, bids and proposals, contract administration, and accounting.

The CIS/BOSS network, which has 400 users...

...of the centralized database contains information from three core business operations departments: Contracts, Procurement, and **Planning**, Control and **Budgets** (PC&B).

The database also includes information from Personnel, Facilities, Accounting, and several other departments...The application subsystems include:

1. Project summaries based on data from all connected departments.
2. **Planning**, control and **budget** data.
3. **Budget** vs. actual cost comparisons on projects.
4. Facilities (plants, square footage, leases and cost/sq. ft.; employee demographics.
5. Skills inventory (skills, **education**, employment).
6. Marketing opportunities status, including key dates for RFPs, proposals, awards, total dollar values...

...weekly time card changes.

Additional subsystems being added to CIS/BOSS include project analysis, integrated **performance measurement**, and estimating and pricing. "This is an open system," points out Joe Stalk, Assistant to...

...use of bidding data in CIS/BOSS.

To put CIS/BOSS into full operation, individualized **training** was provided for executives, and computer-based **training** was supplied to all other users. A User Manual was issued containing the functional information
...

DESCRIPTORS: **Computer**, systems integrators...

... **Computer** programs...

... **Computer** industry...

... **Computer** programs

File 610:Business Wire 1989-2003/Jan 10
(c) 2003 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2003/Jan 10
(c) 2003 The Gale Group
File 476:Financial Times Fulltext 1982-2003/Jan 10
(c) 2003 Financial Times Ltd
File 636:Gale Group Newsletter DB(TM) 1987-2003/Jan 10
(c) 2003 The Gale Group
File 613:PR Newswire 1999-2003/Jan 10
(c) 2003 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2003/Jan 09
(c) 2003 San Jose Mercury News
File 20:Dialog Global Reporter 1997-2003/Jan 10
(c) 2003 The Dialog Corp.

Set	Items	Description
S1	87906	PERFORM????(5N) (MEASUR? OR METRIC? ?)
S2	2662482	WORKFORCE OR PERSONNEL OR MANPOWER OR HUMAN() RESOURCE? ? OR LABOR OR LABORFORCE
S3	4316354	BUDGET? ? OR FUND???
S4	6573204	PLAN OR PLANS OR PLANNED OR PLANNING
S5	41888	S2(5N)S4
S6	176027	S3(5N)S4
S7	1382898	LEARN??? OR ELEARN?
S8	494361	SEMINAR? ? OR WORKSHOP? ?
S9	2024999	TRAIN???
S10	1547617	COURSE? ?
S11	3384782	WEB
S12	4959972	WWW
S13	2973250	SOFTWARE
S14	3517136	NETWORK??
S15	20746	GROUPWARE
S16	2873741	COMPUTER
S17	1817229	ELECTRONIC
S18	16	S5(S)S6(S)S7
S19	853	S5(S)S6
S20	71	S19(S)8
S21	67	S19(S)S9
S22	7	S19(S)S10
S23	138	S18 OR S20:S22
S24	2	S11(S)S23
S25	9	S12(S)S23
S26	9	S13(S)S23
S27	15	S14(S)S23
S28	0	S15(S)S23
S29	43	S16(S)S23
S30	1	S17(S)S23
S31	68	S24:S30
S32	53	RD (unique items)
S33	15	S32/2002 OR S32/2003
S34	38	S32 NOT S33
S35	38	Sort S34/ALL/PD,D

35/8/1 (Item 1 from file: 613)

DIALOG(R) File 613: (c) 2003 PR Newswire Association Inc. All rts. reserv.

00683649 20011130DCF032 (USE FORMAT 7 FOR FULLTEXT)

Nesby to Head VA's Office for Minority Affairs

Friday, November 30, 2001 16:39 EST

WORD COUNT: 323

COMPANY NAMES: U.S. Department of Veterans Affairs; VETERANS AFFAIRS
OFFICE

INDUSTRY NAMES: CORPORATE; PERSONNEL MANAGEMENT; MANAGEMENT CHANGES;
POLITICAL AND PUBLIC AFFAIRS; INSTITUTIONS; GOVERNMENT; COMPANY PROFILES;
STRATEGY AND PLANNING

EVENT NAMES: COMPANY PROFILES; LABOUR RELATIONS; PERSONNEL MANAGEMENT;
MANAGEMENT CHANGES; ORGANISATIONS; POLITICAL AND PUBLIC AFFAIRS;
ORGANISATIONS AND INSTITUTIONS; GOVERNMENT; MINORITY AND ETHNIC GROUPS;
STRATEGY AND PLANNING

35/8/2 (Item 2 from file: 610)

DIALOG(R) File 610: (c) 2003 Business Wire. All rts. reserv.

00569473 20010808220B0220 (USE FORMAT 7 FOR FULLTEXT)

**US Unwired Posts Positive EBITDA For Second Quarter 2001; PCS Subscriber
Base Doubles in 215 Days; Tops 200,000 Mark Completes Initial Launch of All
41 Markets**

Wednesday, August 8, 2001 16:03 EDT

WORD COUNT: 2,420

COMPANY NAMES: PAYLESS CASHWAYS INC; TOTAL FINA SA; MERCHANDISE INC

GEOGRAPHIC NAMES: AMERICAS; NORTH AMERICA; USA

INDUSTRY NAMES: COMMUNICATIONS TECHNOLOGIES; COMPANY PROFILES; COMPUTERS;
CORPORATE; CORPORATE FINANCIAL DATA; CORPORATE NETWORKS; CREDIT; DATA
COMMUNICATIONS; FINANCIAL AND COMMODITY MARKETS; FINANCIAL SERVICES;
INTERNET; INVESTMENT; MERGERS AND ACQUISITIONS; MOBILE COMMUNICATIONS;
NETWORKS; RADIO COMMUNICATION; STOCKS AND SHARES; TELECOMMUNICATIONS

EVENT NAMES: CORPORATE FINANCIAL DATA; CORPORATE FUNDING; CORPORATE GROUPS
AND OWNERSHIP; CORPORATE PERFORMANCE; FINANCIAL AND COMMODITY MARKETS;
LABOUR RELATIONS; MERGERS AND ACQUISITIONS; PERSONNEL MANAGEMENT;
REGULATION; STOCKS AND SHARES; TECHNOLOGY DEVELOPMENT

35/8/3 (Item 3 from file: 20)

DIALOG(R) File 20: (c) 2003 The Dialog Corp. All rts. reserv.

15731110

PRNewswire Midwest Summary, Wednesday, March 21 to 4 P.M. EST

March 21, 2001

WORD COUNT: 1221

COMPANY NAMES: Rochester Medical Corp; Lotus Development Corp; Lifeway
Foods Inc; National Aluminium Co Ltd; Comerica Inc; Comcast Corp;
COVISINT ; Chancellor Group Inc; Alliant Energy Corp; DaimlerChrysler
AG; Environmental Protection Agency USA; Cypress Communications Inc;
Bank One Corp; Bank of America Corp; CS First Boston Inc; American
Classic Voyages Co; Akorn Inc; Ford Motor Co; HBO & Co; HFC Bank PLC;
Focal Communications Corp; Embratel Participacoes SA; Siemens AG;
Somanetics Corp; Trans Industries Inc; Westell Technologies Inc;
Tellabs Inc

DESCRIPTORS: Dividends; Results; Company News; Joint Ventures;
Strategy; Human Resources & Employment; Government News; Pollution &
Waste; General News; Environment; Sports; Board Changes; Expenditure
; Corporate Finance; Awards; Meetings; New Products & Services;
Marketing; Year End Results; Production; Mergers & Acquisitions;
Interim Results; Appointments

COUNTRY NAMES/CODES: Israel (IL) ; Brazil (BR) ; United States of
America (US)

REGIONS: Mediterranean; Middle East; Americas; Latin America; South America; North America; Pacific Rim
 PROVINCE/STATE: Pennsylvania; Michigan; Missouri; Colorado; California; Wisconsin; Iowa; Minnesota; Indiana; New York; District of Columbia; Palestine; Texas; Illinois
 SIC CODES/DESCRIPTORS: 3570 (Computer & Office Equipment); 8231 (Libraries); 3710 (Motor Vehicles & Equipment); 8010 (Offices & Clinics of Medical Doctors); 7375 (Information Retrieval Services); 4841 (Cable & Other Pay Television Services); 1311 (Crude Petroleum & Natural Gas); 4911 (Electric Services); 3711 (Motor Vehicles & Car Bodies); 9511 (Air Water & Solid Waste Management); 8211 (Elementary & Secondary Schools); 5812 (Eating Places); 3721 (Aircraft); 7941 (Professional Sports Clubs & Promoters); 6141 (Personal Credit Institutions); 7990 (Miscellaneous Amusement Recreation Services); 4813 (Telephone Communications Ex Radio)
 NAICS CODES/DESCRIPTORS: 334 (Computer & Electronic Product Mfg); 51412 (Libraries & Archives); 3361 (Motor Vehicle Mfg); 621111 (Offices of Physicians exc Mental Health); 514191 (On-Line Information Services); 51321 (Cable Networks); 5132 (Cable Networks & Program Distribution); 21111 (Oil & Gas Extraction); 211111 (Crude Petroleum & Natural Gas Extraction); 22111 (Electric Power Generation); 2211 (Electric Power Generation Transmission & Distribution); 336111 (Automobile Mfg); 92411 (Admin of Air Water Resource & Solid Waste Management Programs); 61111 (Elementary & Secondary Schools); 722211 (Limited-Service Restaurants); 336411 (Aircraft Mfg); 711211 (Sports Teams & Clubs); 522291 (Consumer Lending); 71329 (Other Gambling Industries); 51331 (Wired Telecommunications Carriers)

35/8/4 (Item 4 from file: 20)

DIALOG(R) File 20:(c) 2003 The Dialog Corp. All rts. reserv.

15727519

PR Newswire Southwest Summary, Wednesday, March 21, to 1:00 p.m. EST

March 21, 2001

WORD COUNT: 1115

COMPANY NAMES: Cypress Communications Inc; Cooper Industries Inc; Altitude Software Inc; Dun & Bradstreet Corp; Pitney Bowes Inc; Raytheon Co Inc; Lyondell Petrochemical Co; Oracle Corp; Panaco Inc; Plains All American Pipeline LP; Harrahs Entertainment Inc; Initio Inc; Intel Corp; International Isotopes Inc; Inktomi Corp; Focal Communications Corp; Williams Communications Group Inc; Sage Group PLC; Telco Systems Inc; Texas Instruments Inc; Thomson Newspapers; SI Diamond Technology Inc

DESCRIPTORS: Politics; Government News; Dividends; Results; Company News; Environment; General News; Education & Training; Name Changes; Strategy; Shareholdings; Divestment; Mergers & Acquisitions; Production; Board Changes; Human Resources & Employment; Appointments; Contracts & New Orders; Facilities & Equipment; Health & Healthcare; Trade Fairs & Exhibitions; Marketing; Meetings; Interim Results; New Products & Services

COUNTRY NAMES/CODES: Puerto Rico (PR) ; United States of America (US)

REGIONS: Americas; Caribbean; North America; Pacific Rim

PROVINCE/STATE: Pennsylvania; Idaho; California; District of Columbia; Florida; Arkansas; Louisiana; Oklahoma; Texas

SIC CODES/DESCRIPTORS: 8399 (Social Services NEC); 3721 (Aircraft); 8221 (Colleges & Universities); 5731 (Radio Television & Electronic Stores); 2899 (Chemical Preparations NEC); 9111 (Executive Offices); 9121 (Legislative Bodies); 1381 (Drilling Oil & Gas Wells); 7372 (Prepackaged Software); 6211 (Security Brokers & Dealers); 5961 (Catalog & Mail Order Houses); 8611 (Business Associations); 3571 (Electronic Computers)

NAICS CODES/DESCRIPTORS: 813212 (Voluntary Health Organizations); 336411 (Aircraft Mfg); 61131 (Colleges Universities & Professional Schools); 443112 (Radio Television & Other Electronics Stores); 325 (Chemical Mfg); 92111 (Executive Offices); 92112 (Legislative Bodies); 213111 (Drilling Oil & Gas Wells); 51121 (Software Publishers); 52312 (Securities Brokerage); 45411 (Electronic Shopping & Mail-Order Houses); 81391

35/8/5 (Item 5 from file: 20)

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15018543 (USE FORMAT 7 OR 9 FOR FULLTEXT)

SITEL Consulting Launches NAVIG@E, Best Practices Management System for Operating Contact Centers

January 22, 2001

WORD COUNT: 691

DESCRIPTORS: Company News

COUNTRY NAMES/CODES: United States of America (US)

REGIONS: Americas; North America; Pacific Rim

35/8/6 (Item 6 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00491603 20010110PHW018 (USE FORMAT 7 FOR FULLTEXT)

Sitel Consulting Awarded ISO 9001 Certification

Wednesday, January 10, 2001 09:26 EST

WORD COUNT: 776

COMPANY NAMES: SITEL Corporation; SITEL Consulting; SITEL INC;

RELATIONSHIP MANAGEMENT LTD; CONTACT CENTER; SECURITIES AND EXCHANGE COMMISSION

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; BUSINESS SERVICES; COMPUTERS; PRODUCT SPECIFICATIONS

EVENT NAMES: CONTRACTS AND ORDERS; PRODUCT SPECIFICATIONS; SERVICES

35/8/7 (Item 7 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00490682 20010109PHTU023 (USE FORMAT 7 FOR FULLTEXT)

Sitel Iberica Wins First Place for Customer Service; Sitel's Facility Management Brings High Creditability to Renault

Tuesday, January 9, 2001 09:35 EST

WORD COUNT: 595

COMPANY NAMES: SITEL Corporation; SITEL Iberica; Renault; Bufete de Marketing; SITEL INC; RENAULT SA (REGIE NATIONALE DES USINES); BUFETE DE MARKETING SA; SECURITIES AND EXCHANGE COMMISSION

GEOGRAPHIC NAMES: SPAIN; EUROPEAN UNION; EUROPE; IBERIA; MEDITERRANEAN; SOUTHERN EUROPE; WESTERN EUROPE

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; AUTOMOTIVE INDUSTRY; COMPUTERS

EVENT NAMES: CONTRACTS AND ORDERS

35/8/8 (Item 8 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00487157 20010103PHW018 (USE FORMAT 7 FOR FULLTEXT)

Sitel Canada Awarded for Contact Center Excellence; Sitel Named As Industry Leader for Innovative Work with Valueweb

Wednesday, January 3, 2001 10:16 EST

WORD COUNT: 782

COMPANY NAMES: SITEL Corporation; SITEL Canada; ValueWeb; e.spire Communications, Inc.; HEWLETT PACKARD CO; HEWLETT PACKARD CO INC; SITEL INC; RELATIONSHIP MANAGEMENT LTD; COMMUNICATIONS INC; SECURITIES AND EXCHANGE COMMISSION

GEOGRAPHIC NAMES: CANADA; AMERICAS; NORTH AMERICA

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; COMPUTERS; INTERNET;

NETWORKS
EVENT NAMES: CONTRACTS AND ORDERS; TECHNOLOGY DEVELOPMENT

35/8/9 (Item 9 from file: 20)
DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

14490450 (USE FORMAT 7 OR 9 FOR FULLTEXT)
(CNW) **SITEL Canada Awarded for Contact Center Excellence; SITEL Named as Industry Leader for Innovative Work With ValueWeb**
January 03, 2001
WORD COUNT: 767

COMPANY NAMES: espire Communications Inc
DESCRIPTORS: Company News; Awards; General News
COUNTRY NAMES/CODES: United States of America (US) ; Canada (CA)
REGIONS: Americas; North America; Pacific Rim
SIC CODES/DESCRIPTIONS: 7375 (Information Retrieval Services)
NAICS CODES/DESCRIPTIONS: 514191 (On-Line Information Services)

35/8/10 (Item 10 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00483241 20001220PHW014 (USE FORMAT 7 FOR FULLTEXT)
Sitel And Tata International Joint Venture Established; Providing Customer Care And Technical Support Services to English-Speaking Countries from India
Wednesday, December 20, 2000 10:59 EST
WORD COUNT: 908

COMPANY NAMES: SITEL Corporation; Tata International Ltd.; Tata Group;
SITEL INC; RELATIONSHIP MANAGEMENT LTD; TATA INC; TATA IRON AND STEEL CO LTD; SECURITIES AND EXCHANGE COMMISSION
GEOGRAPHIC NAMES: INDIA; ASIA; INDIAN SUBCONTINENT; SOUTHERN ASIA
INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; JOINT VENTURES;
CORPORATE; COMPUTERS; INTERNET; REGULATION; INSTITUTIONS
EVENT NAMES: JOINT VENTURES; COMPANY PROFILES; CONTRACTS AND ORDERS;
REGULATION

35/8/11 (Item 11 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00481234 20001218PHM016 (USE FORMAT 7 FOR FULLTEXT)
Sitel UK Awarded ISO 9002 Certification; Certification Includes All Centers And Processes Setting New Standard for Quality
Monday, December 18, 2000 09:01 EST
WORD COUNT: 744

COMPANY NAMES: SITEL Corporation; SITEL UK; Det Norske Veritas; SITEL INC;
RELATIONSHIP MANAGEMENT LTD; BRITISH GAS PLC; DAILY TELEGRAPH; SECURITIES AND EXCHANGE COMMISSION
GEOGRAPHIC NAMES: UNITED KINGDOM; EUROPEAN UNION; EUROPE; WESTERN EUROPE
INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; COMPUTERS; PRODUCT SPECIFICATIONS
EVENT NAMES: CONTRACTS AND ORDERS; PRODUCT SPECIFICATIONS

35/8/12 (Item 12 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00468117 20001127PHM047 (USE FORMAT 7 FOR FULLTEXT)
Sitel Announces Additions to Executive Committee
Monday, November 27, 2000 16:58 EST
WORD COUNT: 1,158

COMPANY NAMES: SITEL Corporation; SITEL INC; GENERAL MOTORS CORP;
MIDAMERICAN ENERGY CORP; SYKES ENTERPRISES INC; SECURITIES AND EXCHANGE
COMMISSION
INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; MANAGEMENT CHANGES;
PERSONNEL MANAGEMENT; CORPORATE; COMPUTERS; PERSONAL PROFILES; REGULATION
; COMPANY PROFILES; INSTITUTIONS
EVENT NAMES: MANAGEMENT CHANGES; PERSONNEL MANAGEMENT; LABOUR RELATIONS;
COMPANY PROFILES; CONTRACTS AND ORDERS; PERSONAL PROFILES; REGULATION

35/8/13 (Item 13 from file: 613)

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00468092 20001127PHM046 (USE FORMAT 7 FOR FULLTEXT)

Sitel Announces Organizational Changes to Support Increased Revenue Growth

Monday, November 27, 2000 16:30 EST

WORD COUNT: 1,404

COMPANY NAMES: SITEL Corporation; SITEL INC; SECURITIES AND EXCHANGE
COMMISSION

GEOGRAPHIC NAMES: USA; AMERICAS; NORTH AMERICA

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; CORPORATE FINANCIAL
DATA; CORPORATE FUNDING; COMPANY PROFILES; CORPORATE; MANAGEMENT CHANGES;
PERSONNEL MANAGEMENT; COMPUTERS; REGULATION; INSTITUTIONS

EVENT NAMES: CORPORATE FINANCIAL DATA; CORPORATE FUNDING; COMPANY PROFILES
; MANAGEMENT CHANGES; PERSONNEL MANAGEMENT; LABOUR RELATIONS; CONTRACTS
AND ORDERS; JOINT VENTURES; MANAGEMENT PROCEDURES; MERGERS AND
ACQUISITIONS; REGULATION

35/8/14 (Item 14 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00467749 20001127PHM028 (USE FORMAT 7 FOR FULLTEXT)

Sitel Corporation Wins Prestigious Industry Award in the UK

Monday, November 27, 2000 10:58 EST

WORD COUNT: 891

COMPANY NAMES: SITEL Corporation; Philips Electronics; Pharmacia; British
Gas; SITEL INC; PHILIPS ELECTRONICS NV; BRITISH GAS PLC; CONTACT CENTER;
CALL CENTER GROUP; SECURITIES AND EXCHANGE COMMISSION

GEOGRAPHIC NAMES: UNITED KINGDOM; EUROPEAN UNION; EUROPE; WESTERN EUROPE

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; COMPUTERS; DATABASES;
COMPUTER SOFTWARE; INFORMATION MANAGEMENT

EVENT NAMES: CONTRACTS AND ORDERS; TECHNOLOGY DEVELOPMENT

35/8/15 (Item 15 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00446580 20001025PHW075 (USE FORMAT 7 FOR FULLTEXT)

Sitel Corporation Reports Third Quarter Results

Wednesday, October 25, 2000 17:59 EDT

WORD COUNT: 2,513

COMPANY NAMES: SITEL Corporation; SECURITIES AND EXCHANGE COMMISSION

INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; CORPORATE FINANCIAL
DATA; COMPANY PROFILES; CORPORATE; COMPUTERS; JOINT VENTURES; REGULATION;
INSTITUTIONS

EVENT NAMES: CORPORATE PERFORMANCE; CORPORATE FINANCIAL DATA; COMPANY
PROFILES; CONTRACTS AND ORDERS; JOINT VENTURES; REGULATION; STOCKS AND
SHARES

35/8/16 (Item 16 from file: 20)

DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

13481583 (USE FORMAT 7 9 FOR FULLTEXT)
SITEL Corporation Reports Third Quarter -2-
October 25, 2000
WORD COUNT: 1133

DESCRIPTORS: National Income & Expenditure; Government News; Company
News
COUNTRY NAMES/CODES: Japan (JP)
REGIONS: Asia; Far East; Pacific Rim

35/8/17 (Item 17 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00422726 20000926PHTU015 (USE FORMAT 7 FOR FULLTEXT)
Sitel And Tata International to Form Joint Venture
Tuesday, September 26, 2000 08:51 EDT
WORD COUNT: 1,307

COMPANY NAMES: SITEL Corporation; Tata International Ltd.; Tata Group;
JOINT VENTURE; FORM; SITEL INC; RELATIONSHIP MANAGEMENT LTD; TATA INC;
TATA IRON AND STEEL CO LTD; SECURITIES AND EXCHANGE COMMISSION
GEOGRAPHIC NAMES: INDIA; ASIA; INDIAN SUBCONTINENT; SOUTHERN ASIA
INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; JOINT VENTURES;
CORPORATE; COMPUTERS; INTERNET; MERGERS AND ACQUISITIONS; REGULATION;
INSTITUTIONS
EVENT NAMES: JOINT VENTURES; COMPANY PROFILES; CONTRACTS AND ORDERS;
LABOUR RELATIONS; MERGERS AND ACQUISITIONS; PERSONNEL MANAGEMENT;
REGULATION

35/8/18 (Item 18 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00422600 20000926PHTU013 (USE FORMAT 7 FOR FULLTEXT)
Sitel Corporation Comments on Earnings Outlook
Tuesday, September 26, 2000 08:05 EDT
WORD COUNT: 932

COMPANY NAMES: SITEL Corporation; SITEL INC; LOWER BROTHERS CO INC;
SECURITIES AND EXCHANGE COMMISSION
GEOGRAPHIC NAMES: EUROPE
INDUSTRY NAMES: TELECOMMUNICATIONS; COMMUNICATIONS; CORPORATE FINANCIAL
DATA; COMPANY PROFILES; CORPORATE; COMPUTERS
EVENT NAMES: CORPORATE PERFORMANCE; CORPORATE FINANCIAL DATA; COMPANY
PROFILES; FORECASTS; CONTRACTS AND ORDERS; FINANCIAL AND COMMODITY
MARKETS

35/8/19 (Item 19 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00420196 20000921PHTH042 (USE FORMAT 7 FOR FULLTEXT)
**Sitel Partners with Eforce to Deliver A Multi-Year Ecrm Contract;
Innovative Multi-Utility Program for Ontario Hydro Energy**
Thursday, September 21, 2000 14:33 EDT
WORD COUNT: 847

COMPANY NAMES: SITEL Corporation; eForce Corporation; Mosaic Group, Inc.;
SITEL INC; MOSAIC GROUP INC; MGX HOLDINGS LTD; SECURITIES AND EXCHANGE
COMMISSION
GEOGRAPHIC NAMES: CANADA; USA; AMERICAS; NORTH AMERICA
INDUSTRY NAMES: OIL INDUSTRY; FUEL AND POWER; TELECOMMUNICATIONS;
COMMUNICATIONS; UTILITIES; CONTRACTS AND ORDERS; JOINT VENTURES;
CORPORATE; ADVERTISING AND PROMOTION; COMPUTERS; INTERNET; MARKETING;
MERGERS AND ACQUISITIONS; REGULATION; INSTITUTIONS
EVENT NAMES: CONTRACTS AND ORDERS; JOINT VENTURES; COMPANY PROFILES;

ADVERTISING AND PROMOTION; MERGERS AND ACQUISITIONS; NEW PRODUCT
DEVELOPMENT; REGULATION; SERVICES; TECHNOLOGY DEVELOPMENT

35/8/20 (Item 20 from file: 20)

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12944418 (USE FORMAT 7 OR 9 FOR FULLTEXT)

(CNW) SITEL Partners With eForce to Deliver a Multi-Year eCRM Contract;
Innovative Multi-Utility Program for Ontario Hydro Energy

September 21, 2000

WORD COUNT: 841

COMPANY NAMES: Mosaic Group Inc

DESCRIPTORS: New Products & Services; Marketing; Company News;
Contracts & New Orders

COUNTRY NAMES/CODES: United States of America (US) ; Canada (CA)

REGIONS: Americas; North America; Pacific Rim

PROVINCE/STATE: Ontario

SIC CODES/DESCRIPTIONS: 4911 (Electric Services); 7372 (Prepackaged
Software)

NAICS CODES/DESCRIPTIONS: 2211 (Electric Power Generation Transmission &
Distribution); 51121 (Software Publishers)

35/8/21 (Item 21 from file: 613)

DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00357251 20000619DCM077 (USE FORMAT 7 FOR FULLTEXT)

**Bush Turns Blind Eye to Poverty in Texas; Democratic Leaders Criticize Bush
for Ignoring The Colonias**

Monday, June 19, 2000 17:00 EDT

WORD COUNT: 595

COMPANY NAMES: Democratic National Committee; SAN ANTONIO EXPRESS NEWS;
DALLAS MORNING NEWS

GEOGRAPHIC NAMES: TEXAS; USA; AMERICAS; NORTH AMERICA

INDUSTRY NAMES: GOVERNMENT; POLITICAL AND PUBLIC AFFAIRS; LEGISLATION;
POLITICAL PARTIES

EVENT NAMES: GOVERNMENT; POLITICAL AND PUBLIC AFFAIRS; LEGAL; SOCIAL
ISSUES

35/8/22 (Item 22 from file: 636)

DIALOG(R)File 636:(c) 2003 The Gale Group. All rts. reserv.

04683660 Supplier Number: 62651769 (USE FORMAT 7 FOR FULLTEXT)

Wicks launches Property Services National Training Organisation.

June 9, 2000

Word Count: 594

PUBLISHER NAME: M2 Communications Ltd.

INDUSTRY NAMES: BUSN (Any type of business); INTL (Business,
International)

35/8/23 (Item 23 from file: 20)

DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

11429798 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**UK GOVERNMENT: Wicks launches Property Services National Training
Organisation**

June 09, 2000

WORD COUNT: 577

DESCRIPTORS: Government News

COUNTRY NAMES/CODES: United Kingdom (GB)

REGIONS: Europe; European Union; Western Europe

SIC CODES/DESCRIPTIONS: 411 (Administration of Educational Programs)
NAICS CODES/DESCRIPTIONS: 92311 (Admin of Education Programs)

35/8/24 (Item 24 from file: 20)
DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

11416911 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**DEPARTMENT FOR EDUCATION & EMPLOYMENT / PROPERTY SERVICES NATIONAL TRAINING
ORGANISATION LAUNCHED**
June 08, 2000
WORD COUNT: 719

COMPANY NAMES: Department of Education & Employment UK
DESCRIPTORS: Education & Training; General News; Government News; New
Products & Services; Marketing; Company News
COUNTRY NAMES/CODES: United Kingdom (GB)
REGIONS: Europe; European Union; Western Europe
SIC CODES/DESCRIPTIONS: 9611 (Administration of General Economic Programs)
NAICS CODES/DESCRIPTIONS: 92611 (Admin of General Economic Programs)

35/8/25 (Item 25 from file: 20)
DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

09568141 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Officials urge preventive schemes vs hacker attacks
February 15, 2000
WORD COUNT: 780

DESCRIPTORS: Government News; Crimes; General News
COUNTRY NAMES/CODES: Philippines (PH) ; United States of America (US)
REGIONS: Asia; Pacific Rim; South East Asia; Americas; North America
SIC CODES/DESCRIPTIONS: 9611 (Administration of General Economic Programs)
NAICS CODES/DESCRIPTIONS: 92611 (Admin of General Economic Programs)

35/8/26 (Item 26 from file: 613)
DIALOG(R)File 613:(c) 2003 PR Newswire Association Inc. All rts. reserv.

00262895 20000209PHW051 (USE FORMAT 7 FOR FULLTEXT)
Sitel Corporation Reports Fourth Quarter Results
Wednesday, February 9, 2000 16:23 EST
WORD COUNT: 1,622

COMPANY NAMES: SITEL Corporation; SITEL INC; GENERAL MOTORS CORP;
RECEIVABLES MANAGEMENT INC; RECEIVABLES MANAGEMENT CORP; SECURITIES AND
EXCHANGE COMMISSION
INDUSTRY NAMES: BIG BUSINESS; COMPUTERS; CORPORATE FINANCIAL DATA; MERGERS
AND ACQUISITIONS; CORPORATE; COMPANY PROFILES
EVENT NAMES: COMPANY PROFILES; CONTRACTS AND ORDERS; CORPORATE FINANCIAL
DATA; CORPORATE FUNDING; CORPORATE PERFORMANCE; FINANCIAL AND COMMODITY
MARKETS; MAJOR CORPORATIONS; MERGERS AND ACQUISITIONS; PERSONNEL
MANAGEMENT; STOCKS AND SHARES

35/8/27 (Item 27 from file: 20)
DIALOG(R)File 20:(c) 2003 The Dialog Corp. All rts. reserv.

05194922
SITEL Corporation Reports First Quarter -2-
May 04, 1999
WORD COUNT: 442

DESCRIPTORS: Results; Company News
PROVINCE/STATE: Nebraska
SIC CODES/DESCRIPTIONS: 7300 (Business Services)

35/8/28 (Item 28 from file: 636)

DIALOG(R) File 636:(c) 2003 The Gale Group. All rts. reserv.

04021410 Supplier Number: 53255687 (USE FORMAT 7 FOR FULLTEXT)

-UN: In current budget process, link between results and resources weak --
Fifth Committee.

Nov 23, 1998

Word Count: 12334

PUBLISHER NAME: M2 Communications

INDUSTRY NAMES: BUSN (Any type of business); INTL (Business,
International)

35/8/29 (Item 29 from file: 636)

DIALOG(R) File 636:(c) 2003 The Gale Group. All rts. reserv.

04012856 Supplier Number: 53201611 (USE FORMAT 7 FOR FULLTEXT)

-UN: Top UN management fully committed to changing way organization manages
HR, Fifth Committee told.

Nov 10, 1998

Word Count: 8880

PUBLISHER NAME: M2 Communications

INDUSTRY NAMES: BUSN (Any type of business); INTL (Business,
International)

35/8/30 (Item 30 from file: 20)

DIALOG(R) File 20:(c) 2003 The Dialog Corp. All rts. reserv.

03075255

Telegroup, Inc. to Focus On Core Retail Customers in U.S., Western Europe
and Australia

October 12, 1998

WORD COUNT: 1316

COMPANY NAMES: Telegroup Inc.

COUNTRY NAMES/CODES: United States of America (US)

REGIONS: Americas; North America; Pacific Rim

PROVINCE/STATE: Iowa; New York

SIC CODES/DESCRIPTIONS: 4813 (Telephone Communications Ex Radio); 3661
(Telephone & Telegraph Apparatus); 4810 (Telephone Communications); 6000
(Depository Institutions)

35/8/31 (Item 31 from file: 636)

DIALOG(R) File 636:(c) 2003 The Gale Group. All rts. reserv.

04044820 Supplier Number: 53423424 (USE FORMAT 7 FOR FULLTEXT)

MANAGED CARE BRIEFS.

Sept 21, 1998

Word Count: 665

PUBLISHER NAME: Atlantic Information Services, Inc.

COMPANY NAMES: *Aetna Inc.; Concentra Managed Care Inc.; Oxford Health
Plans Inc.

GEOGRAPHIC NAMES: *1USA (United States).

PRODUCT NAMES: *6300000 (Insurance); 7392200 (Management Consulting
Services); 8000000 (Health, Education & Welfare)

INDUSTRY NAMES: BUSN (Any type of business); HLTH (Healthcare - Medical
and Health)

NAICS CODES: 524 (Insurance Carriers and Related Activities); 541611 (
Administrative Management and General Management Consulting Services); 62
(Health Care and Social Assistance)

TICKER SYMBOLS: AET; OXHP

35/8/32 (Item 32 from file: 275)
DIALOG(R) File 275:(c) 2003 The Gale Group. All rts. reserv.

02222465 SUPPLIER NUMBER: 21168520 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**OPM told to focus more on ends, less on means. (Office of Personnel
Management) (Government Activity)**
Sept 21, 1998
WORD COUNT: 640 LINE COUNT: 00053

DESCRIPTORS: Government Systems Management; United States. Office of
Personnel Management
FILE SEGMENT: CD File 275

35/8/33 (Item 33 from file: 636)
DIALOG(R) File 636:(c) 2003 The Gale Group. All rts. reserv.

03909789 Supplier Number: 50111744 (USE FORMAT 7 FOR FULLTEXT)
**-AUSTRALIAN GOVERNMENT: Kernot tells lies while Schacht advocates further
Telstra sale**
June 29, 1998
Word Count: 713
PUBLISHER NAME: M2 Communications
INDUSTRY NAMES: BUSN (Any type of business); INTL (Business,
International)

35/8/34 (Item 34 from file: 20)
DIALOG(R) File 20:(c) 2003 The Dialog Corp. All rts. reserv.

01237296 (USE FORMAT 7 OR 9 FOR FULLTEXT)
S&P Rts Washington's \$220M GO Bnds AA+; Affirms Rtgs
March 25, 1998
WORD COUNT: 568

35/8/35 (Item 35 from file: 636)
DIALOG(R) File 636:(c) 2003 The Gale Group. All rts. reserv.

03812555 Supplier Number: 48268334 (USE FORMAT 7 FOR FULLTEXT)
Pentagon Budget Holds QDR Line
Feb 2, 1998
Word Count: 2150
PUBLISHER NAME: King Communications Group, Inc.
DESCRIPTORS: *Dept/Ministry of Defense
EVENT NAMES: *900 (Government expenditures)
GEOGRAPHIC NAMES: *1USA (United States)
GOVERNMENT AGENCY: Dept/Ministry of Defense
PRODUCT NAMES: *9104100 (Defense Administration & Finance)
INDUSTRY NAMES: AERO (Aerospace and Defense); BUSN (Any type of business
); GOVT (Government and Law)
NAICS CODES: 92811 (National Security)

35/8/36 (Item 36 from file: 275)
DIALOG(R) File 275:(c) 2003 The Gale Group. All rts. reserv.

01316849 SUPPLIER NUMBER: 07911562 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Software as medium: the lens, not the picture. (Semantic Maze, Kelly
software programs)**
Nov 7, 1989
WORD COUNT: 1457 LINE COUNT: 00115

DESCRIPTORS: Soviet Union; Software Design; Psychology; Scientists;
Computer Game; Educational Software; Language Arts;
Statistical/Mathematical Software
NAMED PERSONS: Pokhilko, Vladimir--Works

SIC CODES: 7372 Prepackaged software
TRADE NAMES: Kelly (Computer program)--Design and construction; Semantic
Maze (Educational software)--Design and construction
FILE SEGMENT: CD File 275

35/8/37 (Item 37 from file: 275)
DIALOG(R)File 275:(c) 2003 The Gale Group. All rts. reserv.

01261217 SUPPLIER NUMBER: 07002921 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Not one plan, but many. (strategic planning for networks)
Sept, 1988
WORD COUNT: 1224 LINE COUNT: 00100

SPECIAL FEATURES: illustration; chart; table
DESCRIPTORS: Strategic Planning; Networks; Business Planning; Risk
Analysis; User Need; Data Communications; Cost Benefit Analysis
SIC CODES: 4800 COMMUNICATION
FILE SEGMENT: CD File 275

35/8/38 (Item 38 from file: 813)
DIALOG(R)File 813:(c) 1999 PR Newswire Association Inc. All rts. reserv.

0081940 DV9
**JOAN MOBLEY NAMED SENIOR VICE PRESIDENT OF THE GREATER DENVER CHAMBER OF
COMMERCE**

DATE: June 15, 1988
WORD COUNT: 961

SECTION HEADING: CITY
?t35/3,k/5,7,8,10,11,14,19,22,36

35/3,K/5 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

15018543 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**SITEL Consulting Launches NAVIG@E, Best Practices Management System for
Operating Contact Centers**
PR NEWSWIRE
January 22, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 691

35/3,K/7 (Item 7 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00490682 20010109PHTU023 (USE FORMAT 7 FOR FULLTEXT)
**Sitel Iberica Wins First Place for Customer Service; Sitel's Facility
Management Brings High Creditability to Renault**
PR Newswire
Tuesday, January 9, 2001 09:35 EST
JOURNAL CODE: PR NEWSWIRE, INTERACTIVE CONNECTION LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 595

...to differ materially from
the Company's expectations include but are not limited to: client budgets
and
plans , conditions affecting client industries, unanticipated labor ,
contract
or technical difficulties, reliance on major subcontractors and strategic

partners, industry regulation, reliance on telecommunications and computer technology, general and local economic conditions, and competitive pressures in the Company's industry. The Company's Form 10-K, 10-Q and 8 -K reports filed with the Securities and Exchange Commission describe other important factors that may...

35/3,K/8 (Item 8 from file: 613)
DIALOG(R) File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00487157 20010103PHW018 (USE FORMAT 7 FOR FULLTEXT)
Sitel Canada Awarded for Contact Center Excellence; Sitel Named As Industry Leader for Innovative Work with Valueweb
PR Newswire
Wednesday, January 3, 2001 10:16 EST
JOURNAL CODE: PR NEWswire, INTERACTIVE CONNECTION LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 782

...technical difficulties, reliance on major subcontractors and strategic partners, industry regulation, reliance on telecommunications and computer technology, general and local economic conditions, and competitive pressures in the Company's industry. The...

35/3,K/10 (Item 10 from file: 613)
DIALOG(R) File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00483241 20001220PHW014 (USE FORMAT 7 FOR FULLTEXT)
Sitel And Tata International Joint Venture Established; Providing Customer Care And Technical Support Services to English-Speaking Countries from India
PR Newswire
Wednesday, December 20, 2000 10:59 EST
JOURNAL CODE: PR NEWswire, INTERACTIVE CONNECTION LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 908

...by the joint venture to meet its business plan and client ramp up schedules, client budgets and plans, conditions affecting client industries, unanticipated labor, contract or technical difficulties, reliance on major clients, subcontractors and strategic partners, industry regulation, reliance on telecommunications and computer technology, general and local economic conditions, and competitive pressures in SITEL's industry and in the India market. SITEL's Form 10-K, 10-Q and 8 -K reports filed with the Securities and Exchange Commission describe other important factors that may...

35/3,K/11 (Item 11 from file: 613)
DIALOG(R) File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00481234 20001218PHM016 (USE FORMAT 7 FOR FULLTEXT)
Sitel UK Awarded ISO 9002 Certification; Certification Includes All Centers And Processes Setting New Standard for Quality
PR Newswire
Monday, December 18, 2000 09:01 EST
JOURNAL CODE: PR NEWswire, INTERACTIVE CONNECTION LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 744

...expectations include but are not limited to: future changes in requirements for ISO certification, client **budgets** and **plans**, conditions affecting client industries, unanticipated **labor**, contract or technical difficulties, reliance on major subcontractors and strategic partners, industry regulation, reliance on telecommunications and **computer** technology, general and local economic conditions, and competitive pressures in the Company's industry. The Company's Form 10-K, 10-Q and **8** -K reports filed with the Securities and Exchange Commission describe other important factors that may...

35/3,K/14 (Item 14 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00467749 20001127PHM028 (USE FORMAT 7 FOR FULLTEXT)
Sitel Corporation Wins Prestigious Industry Award in the UK
PR Newswire
Monday, November 27, 2000 10:58 EST
JOURNAL CODE: PR NEWSWIRE, INTERACTIVE CONNECTION LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 891

...and clients' industries and any new regulations governing contact center operations, as well as client **budgets** and **plans**, unanticipated **labor**, contract or technical difficulties, reliance on major clients, subcontractors and strategic partners, reliance on telecommunications and **computer** technology, general and local economic trends and conditions, the effects of leverage, risks associated with...

...global business, and dependence on credit availability. SITEL's Form 10-K, 10-Q and **8** -K reports filed with the Securities and Exchange Commission describe other important factors that may...

35/3,K/19 (Item 19 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00420196 20000921PHTH042 (USE FORMAT 7 FOR FULLTEXT)
Sitel Partners with Eforce to Deliver A Multi-Year Ecrm Contract; Innovative Multi-Utility Program for Ontario Hydro Energy
PR Newswire
Thursday, September 21, 2000 14:33 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 847

35/3,K/22 (Item 22 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04683660 Supplier Number: 62651769 (USE FORMAT 7 FOR FULLTEXT)

Wicks launches Property Services National Training Organisation.

M2 Presswire, pNA

June 9, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 594

... in the new economy.

"The government is working hard to help every sector meet the training and skills challenges of the new century. A key new partner of NTOs will be...

35/3,K/36 (Item 36 from file: 275)

DIALOG(R) File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01316849 SUPPLIER NUMBER: 07911562 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Software as medium: the lens, not the picture. (Semantic Maze, Kelly software programs)

RELease 1.0, v89, n11, p8(3)

Nov 7, 1989

ISSN: 1047-935X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1457 LINE COUNT: 00115

Consider the notion of **software** as an active publishing medium for ideas and analytical frameworks. We don't mean the...

...of content that a user can wander through interactively. Rather, we mean the use of **software** as a medium for analytical techniques or schools of thought, ways of defining, manipulating and classifying content. Instead of publishing the content, the **software** vendor publishes techniques for looking at data that the user may provide -- perhaps with some generic content (rules of thumb or reference models) included. A spreadsheet model, of **course**, is a simple instance of this concept, as are a number of forecasting programs. Yet another example is Criterium (above), which is sold with six sample analytical frameworks: for **personnel** evaluation, litigation strategy, media **planning**, college selection, business **funding** strategy, vendor/product selection and facilities selection.

Increasingly, scientists are implementing their work as softwares...

File 35:Dissertation Abs Online 1861-2003/Dec
 (c) 2003 ProQuest Info&Learning
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 File 65:Inside Conferences 1993-2003/Jan W1
 (c) 2003 BLDSC all rts. reserv.
 File 2:INSPEC 1969-2002/Dec W3
 (c) 2002 Institution of Electrical Engineers
 File 233:Internet & Personal Comp. Abs. 1981-2003/Jan
 (c) 2003 Info. Today Inc.
 File 474:New York Times Abs 1969-2003/Jan 09
 (c) 2003 The New York Times
 File 475:Wall Street Journal Abs 1973-2003/Jan 08
 (c) 2003 The New York Times
 File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Dec
 (c) 2003 The HW Wilson Co.
 File 8:EI Compendex(R) 1970-2003/Dec W5
 (c) 2003 Elsevier Eng. Info. Inc.
 File 94:JICST-EPlus 1985-2003/Nov W1
 (c)2003 Japan Science and Tech Corp(JST)
 File 6:NTIS 1964-2003/Jan W2
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 File 34:SciSearch(R) Cited Ref Sci 1990-2003/Jan W1
 (c) 2003 Inst for Sci Info
 File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
 (c) 1998 Inst for Sci Info
 File 7:Social SciSearch(R) 1972-2003/Jan W1
 (c) 2003 Inst for Sci Info

Set	Items	Description
S1	227445	PERFORM????(5N) (MEASUR? OR METRIC? ?)
S2	685686	WORKFORCE OR PERSONNEL OR MANPOWER OR HUMAN() RESOURCE? ? OR LABOR OR LABORFORCE
S3	565822	BUDGET? ? OR FUND???
S4	1807081	PLAN OR PLANS OR PLANNED OR PLANNING
S5	21162	S2(5N)S4
S6	28532	S3(5N)S4
S7	598990	LEARN??? OR ELEARN?
S8	154352	SEMINAR? ? OR WORKSHOP? ?
S9	698760	TRAIN???
S10	523279	COURSE? ?
S11	176127	WEB
S12	30356	WWW
S13	1037457	SOFTWARE
S14	1634322	NETWORK??
S15	20741	GROUPWARE
S16	2867943	COMPUTER
S17	1071657	ELECTRONIC
S18	9	S1 AND S5 AND S6
S19	1791331	S7:S10
S20	2	S18 AND S19
S21	2	RD (unique items)
S22	71	S1 AND S2 AND S3 AND S4
S23	23	S22 AND S19
S24	0	S11 AND S23
S25	0	S12 AND S23
S26	3	S13 AND S23
S27	1	S14 AND S23
S28	0	S15 AND S23
S29	5	S16 AND S23
S30	0	S17 AND S23
S31	7	S26:S29 NOT S20
S32	6	RD (unique items)
S33	0	S32/2002 OR S32/2003
S34	14	S23 NOT (S31 OR S20)
S35	13	RD (unique items)
S36	0	S35/2003 OR S35/2002

21/6/1 (Item 1 from file: 6)
2216443 NTIS Accession Number: MIC-101-05398/XAB
Performance plan, 2001-02
(Annual publication)
c2001

21/6/2 (Item 2 from file: 6)
2016927 NTIS Accession Number: AD-A326 712/7
**Financial Management: Opportunities to Improve Experience and Training
of Key Navy Comptrollers**
May 97
?t21/7/2

21/7/2 (Item 2 from file: 6)
DIALOG(R) File 6:NTIS
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2016927 NTIS Accession Number: AD-A326 712/7
**Financial Management: Opportunities to Improve Experience and Training
of Key Navy Comptrollers**
General Accounting Office, Washington, DC. Accounting and Information
Management Div.
Corp. Source Codes: 010682001; 428540
Report No.: GAO/AIMD-97-58
May 97 29p
Languages: English
Journal Announcement: GRAI9722
Report to Congressional Requestor.
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fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is
located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A03/MF A01

Country of Publication: United States

We are responding to your request for information concerning the background and experience of Navy military officers serving in key comptroller positions. Beginning with fiscal year 1996, the Navy and other federal departments and agencies are required to produce and have audited financial statements. These agencies' ability to produce auditable financial statements will be crucial to meeting the mandate for audited government wide financial statements for fiscal year 1997. Furthermore, accurate financial data are needed for **measuring performance** under GPRA. One key factor in agencies being able to achieve these objectives will be having **trained** and experienced financial management staff in key positions. In the Navy, comptrollers serve in positions of critical importance for ensuring that the Department achieves its financial management objectives as well as meets requirements of the recent reform acts.

32/6/1 (Item 1 from file: 35)
01519168 ORDER NO: AAD96-36574
**LEADERSHIP PRACTICES FOR DEVELOPING HIGH PERFORMANCES PUBLIC HEALTH
AGENCIES (TRAINING)**
Year: 1996

32/6/2 (Item 1 from file: 2)
6551776 INSPEC Abstract Number: B2000-05-6410-001, C2000-05-7410H-027
Title: **Creating a measurement scheduler for automated operation of the
radio spectrum measurement system**
Publication Date: 1999
Copyright 2000, IEE

32/6/3 (Item 1 from file: 6)
1977549 NTIS Accession Number: AD-A311 745/4
**Experimental Investigation of the Interaction Between Feedback and Goals
on Staff Resource Allocation**
(Master's thesis)
Jun 96

32/6/4 (Item 2 from file: 6)
1963283 NTIS Accession Number: AD-A308 091/8
**Use of Computer -Based Planning to Enhance the Effectiveness and
Efficiency of Simulation-Based Team Training**
(Doctoral thesis)
1996

32/6/5 (Item 3 from file: 6)
0553526 NTIS Accession Number: ED-111 349/XAB
Measurement and Evaluation of Public Library Services
Jul 75

32/6/6 (Item 4 from file: 6)
0082456 NTIS Accession Number: AD-605 890/XAB
A Technique for Improving the Management of a Computer Installation
Sep 64
?t32/7/1,4,5

32/7/1 (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01519168 ORDER NO: AAD96-36574
**LEADERSHIP PRACTICES FOR DEVELOPING HIGH PERFORMANCES PUBLIC HEALTH
AGENCIES (TRAINING)**
Author: TAYLOR, GARY ALAN
Degree: PH.D.
Year: 1996
Corporate Source/Institution: THE UNIVERSITY OF TENNESSEE (0226)
Adviser: GREGORY PETTY
Source: VOLUME 57/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 4333. 190 PAGES

The primary problem investigated in this study is the need for improving the performance and effectiveness of leadership in public health. The frequency of workplace practices which public health directors initiate for developing high **performance** in their agencies was **measured** with a survey instrument developed for this purpose.

The entire population of health directors in North Carolina was assessed for this study in November, 1995. Items for the survey instrument were drawn from a literature review of leadership in high performance workplaces, incorporating practices from business, industry, and

government.

The study found that the health directors often employed high involvement practices, frequently giving staff information about the goals and purposes of agency undertakings and assigning staff to **planning** groups. Skill **training** in technical areas and in **computer** use was highly rated as a **training** activity.

Less frequent practices included **training** staff in continuous improvement skills of benchmarking, decision-making, statistical measures of quality, and analyzing work flows or work processes.

The study revealed that the experience of the director had little relationship to the workplace practices that were initiated. However, the size of the agency, measured by number of employees or population served, was correlated to the frequency of specific **training** and performance assessment-feedback practices.

The study also found that the lack of **funds** to reward good employees and inflexible **personnel** systems were the greatest barriers to improving agency performance. Support from the local board of health and staff loyalty were the greatest resources. Levels of barriers and resources were not shown to be related to agency demographics, but levels of barriers were often related to lower frequencies of high performance workplace practices.

The study concluded that the local health directors initiated a number of high performance workplace practices but that leadership for performance improvement was diminished by barriers of **funding**, inflexible **personnel** systems, and the lack of community/political support. The study recommends increased research in public health leadership, focusing on how it influences quality, production and agency performance.

32/7/4 (Item 2 from file: 6)

DIALOG(R) File 6:NTIS

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1963283 NTIS Accession Number: AD-A308 091/8

Use of Computer -Based Planning to Enhance the Effectiveness and Efficiency of Simulation-Based Team Training

(Doctoral thesis)

Stone, G. F.

University of Central Florida, Orlando.

Corp. Source Codes: 057117000; 395090

1996 239p

Languages: English Document Type: Thesis

Journal Announcement: GRAI9620

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161; USA.

NTIS Prices: PC A12/MF A03

Country of Publication: United States

To ensure user acceptance and success of technology-enhanced **training** in an era of declining **budgets** and scarce resources, civilian and military organizations must exploit effective and efficient **planning** and evaluation tools as part of simulation-based **training**. The purpose of this research is to validate the hypothesis that **computer**-based (automated) **planning** tools will improve **training** **planning** effectiveness and efficiency for simulation-based team **training** exercises. A modified pretest-posttest control group experimental design was used to determine the effectiveness and efficiency of a **computer**-based **training** **planning** model. **Performance measures**, as well as, cognitive mapping and clustering techniques aided the assessment of the automated **training** **planning** tool. The treatment group of 27 two-person teams used a **computer**-based **planning** tool to develop a **plan** for conducting simulation-based **training**, while a control group of 25 two-person teams used current manual **planning** methods. Both groups then executed their respective **training** **plans** in a constructive simulation program called Janus. Results indicate that the group which used the **computer**-based **planning** tool had a significantly better mental model of the **training** **planning** process than the control group. Based on

statistical tests comparing relevant **performance measures**, the study concludes that a **computer** -based **planning** tool has the potential to enhance the effectiveness and efficiency of simulation-based team **training**

32/7/5 (Item 3 from file: 6)

DIALOG(R) File 6:NTIS

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0553526 NTIS Accession Number: ED-111 349/XAB

Measurement and Evaluation of Public Library Services

Wert, L. M. ; Powell, R. R.

Illinois Univ., Urbana. Graduate School of Library Science.

Jul 75 11p

Journal Announcement: GRAI7614

Available from ERIC Document Reproduction Service, P.O. Box 190, Arlington, Va. 22210, PC\$1.79, MF\$0.97.

NTIS Prices: Not available NTIS

The Illinois project entitled Measurement and Evaluation of Public Library Services is being conducted by the Library Research Center (LRC) at the University of Illinois. The long range goal of the project is to make available meaningful information for the evaluation and improvement of local public libraries. Two immediate objectives are to test the Public Library Association (PLA) **performance measures** manual in a representative sample of Illinois public libraries of various sizes and to teach a sample of library **personnel** the data collection techniques necessary for applying the PLA **performance measures**. Since operating expenditures proved to be the significant variable related to library size, public libraries were stratified by operating **budget** for the four areas of the state, and a random sample drawn. The LRC staff held six **workshops** to teach the PLA procedures to staff from the library systems and from the selected public libraries. **Trainees** were then asked to conduct a three-day **performance measures** study in their own library, tabulate their data, and send the results to the LRC, along with comments on the manual. When all of the data is received, the LRC will create individual library profiles and establish performance levels for libraries of each **budget** level.

35/6/1 (Item 1 from file: 35)
01847037 ORDER NO: AADAA-I3023269

An exploratory investigation of the sales forecasting process in the casual theme and family dining segments of commercial restaurant corporations
Year: 2001

35/6/2 (Item 2 from file: 35)
862751 ORDER NO: AAD84-24547

FACILITATING AND HINDERING FACTORS IN IMPLEMENTING MANAGERIAL TECHNOLOGY:
A SOCIO-TECHNICAL SYSTEM PROCESS
Year: 1984

35/6/3 (Item 3 from file: 35)
686916 ORDER NO: AAD80-08796

THE POLITICS OF PROGRAM PERFORMANCE: AN ANALYSIS OF THE PERFORMANCE OF
LOCAL MANPOWER PROGRAMS UNDER CETA
Year: 1979

35/6/4 (Item 1 from file: 583)
09623586

Nomura to bolster oversight for bond sales to individuals
Japan: Nomura Securities to exercise prudence for bonds
20 Oct 2001

35/6/5 (Item 1 from file: 2)
4845626 INSPEC Abstract Number: C9502-1290F-011

Title: Mathematical models for developing a flexible workforce
Publication Date: Oct. 1994
Copyright 1995, IEE

35/6/6 (Item 1 from file: 8)
03049135

Title: Columbus decentralized operations. The manned space laboratories control center (MSCC).

Conference Title: Proceedings of the Fifth Columbus Symposium on Space Station Utilization - Columbus V
Publication Year: 1990

35/6/7 (Item 1 from file: 6)
2237048 NTIS Accession Number: ADA401388/XAB

Criteria for Evaluating United States Marine Corps Installation Strategic Management
(Master's thesis)
Dec 2001

35/6/8 (Item 2 from file: 6)
1690503 NTIS Accession Number: PB93-111284

Investing in Federal Productivity and Quality: A Report to Congress
(Final rept)
Nov 92

35/6/9 (Item 3 from file: 6)
0685450 NTIS Accession Number: HRP-0017980/4/XAB

Independent Nurse Practitioner: Alive and Well and Living in Rural Saskatchewan
1975

35/6/10 (Item 4 from file: 6)

0647700 NTIS Accession Number: HRP-0015807/1/XAB

Continuing Education in Restorative Long-Term Care for Nursing Personnel
(Final Rept)

27 Jan 75

35/6/11 (Item 5 from file: 6)

0615986 NTIS Accession Number: SHR-0000600/XAB

Community Life Association from 1972-1975

(Final Evaluation Rept)

Jan 76

35/6/12 (Item 6 from file: 6)

0562474 NTIS Accession Number: ED-116 686/XAB

Program Planning Is the Name of the Game. Final Report, First Year
Project CLASP

1975

35/6/13 (Item 7 from file: 6)

0532942 NTIS Accession Number: HRP-0004041/0/XAB

Feasibility- Planning . Emergency Medical Services System, East Tennessee
1974

?t35/7/6,8

35/7/6 (Item 1 from file: 8)

DIALOG(R) File 8: Ei Compendex(R)

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03049135 E.I. Monthly No: EIM9104-013052

Title: Columbus decentralized operations. The manned space laboratories control center (MSCC).

Author: Kehr, Joachim G.

Corporate Source: DLR, West Ger

Conference Title: Proceedings of the Fifth Columbus Symposium on Space Station Utilization - Columbus V

Conference Location: Naples, Italy Conference Date: 19890703

E.I. Conference No.: 13750

Source: Space Technology v 10 n 1-2 1990. Publ by Pergamon Press Inc, Elmsford, NY, USA. p 35-48

Publication Year: 1990

CODEN: SPTEE8 ISSN: 0892-9270

Language: English

Document Type: JA; (Journal Article) Treatment: M; (Management Aspects)
; X; (Experimental)

Journal Announcement: 9104

Abstract: The paper presents the concept as being developed for the decentralized executional operations activities for the manned Columbus elements: Columbus attached laboratory and Columbus free flying laboratory operations at the Manned Space Laboratories Control Center (MSCC) at DLR, Oberpfaffenhofen. Results of the central design authority (CDA) conceptual phase studies and nationally funded by an advanced implementation of a basic infrastructure and its utilization for the D-2 Mission (December 1991) will be merged into a facility infrastructure and operational concept that suits the long-term needs of Columbus at the MSCC. For the Columbus attached laboratory the interfaces to the NASA Payload Operations and Integration Center (POIC) as agreed upon in the ESA/NASA Space Station Memorandum of Understanding and resulting consequences for the MSCC will be elaborated, the planning process will be addressed from the MSCC point of view as well as the payload operations coordination role for all European experiments performing measurements within the Space Station Freedom. Communications, high and low rate, packetized data distribution and information exchange aspects will be presented. For the Columbus free flying laboratory, the executional responsibility of the MSCC is somewhat different: system operations and payload operations coordination will be performed entirely by the MSCC during the free flying phases. Special

elaboration of the interactions with other decentralized European and non-European Control Centers will be performed pointing out the MSCC role and responsibility during servicing activities of the Columbus free flying laboratory at the Space Station Freedom or by the European spaceplane Hermes. The MSCC ground **personnel training** concept using an in-house operational mission sequence simulator (OMSS) and simulation facilities elsewhere will be addressed briefly also. Preliminary MSCC staffing for the most demanding mission configurations will be quoted. The interfaces to the Columbus free flyer experimenters are basically the same as for attached laboratory operations; limited user accommodation at the MSCC is **planned**, the capabilities of this accommodation will be presented. (Author abstract)

35/7/8 (Item 2 from file: 6)

DIALOG(R) File 6:NTIS

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1690503 NTIS Accession Number: PB93-111284

Investing in Federal Productivity and Quality: A Report to Congress

(Final rept)

Office of Personnel Management, Washington, DC. Office of Systems Innovation.

Corp. Source Codes: 055445025

Report No.: PSO-OSIS-1

Nov 92 292p

Languages: English

Journal Announcement: GRAI9303

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NTIS Prices: PC A13/MF A03

Country of Publication: United States

The report responds to a November 5, 1990, congressional mandate directing the U.S. Office of **Personnel** Management to review Federal productivity and recommend ways to increase efficiency, enhance service delivery, and control payroll costs. The report explores practical ways to improve efficiency, serve customers, enhance timeliness and responsiveness, and control costs. Ways of improving accountability include customer service, strategic **planning**, **performance measurement**, organizational delayering, and streamlining. Major capital investments which yield significant returns include automation, business re-engineering, and **training**. Governmentwide systems which hold great potential for improvement in efficiency and responsiveness are **human resource** management, budgeting, and procurement. A number of recommendations are listed.

File 348:EUROPEAN PATENT 1978-2002/Dec W03

(c) 2002 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20030109,UT=20030102

(c) 2003 WIPO/Univentio

Set	Items	Description
S1	29	AU='HAMILTON ANDREW':AU='HAMILTON ANDREW JOHN' <i>not relevant</i>

File 348:EUROPEAN PATENT 1978-2002/Dec W03
(c) 2002 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20030109,UT=20030102
(c) 2003 WIPO/Univentio

Set	Items	Description
S1	29	AU='HAMILTON ANDREW':AU='HAMILTON ANDREW JOHN' <i>not relevant</i>
	10jan03 14:50:30	User262807 Session D4114.3
	\$1.63	0.358 DialUnits File348
	\$0.00	14 Type(s) in Format 6
	\$0.00	14 Types
\$1.63		Estimated cost File348
	\$1.98	0.416 DialUnits File349
	\$0.00	15 Type(s) in Format 6
	\$0.00	15 Types
\$1.98		Estimated cost File349
		OneSearch, 2 files, 0.774 DialUnits FileOS
\$0.65		TELNET
\$4.26		Estimated cost this search
\$21.89		Estimated total session cost 2.267 DialUnits

Status: Signed Off. (6 minutes)

File 350:Derwent WPIX 1976-2002/UD,UM &UP=200301
(c) 2003 Thomson Derwent
File 347:JAPIO Oct 1976-2002/Sep(Updated 030102)
(c) 2003 JPO & JAPIO
File 371:French Patents 1961-2002/BOPI 200209
(c) 2002 INPI. All rts. reserv.

Set	Items	Description
S1	3	AU='EBERLE C'
S2	32	AU='HAMILTON A'
S3	0	S1 AND S2
S4	4303	ECOMMERCE OR E()COMMERCE OR ELECTRONIC()COMMERCE
S5	0	S1:S2 AND S4

File 350:Derwent WPIX 1976-2002/UD,UM &UP=200301

(c) 2003 Thomson Derwent

File 347:JAPIO Oct 1976-2002/Sep(Updated 030102)

(c) 2003 JPO & JAPIO

File 371:French Patents 1961-2002/BOPI 200209

(c) 2002 INPI. All rts. reserv.

Set	Items	Description
S1	3	AU='EBERLE C'
S2	32	AU='HAMILTON A'
S3	0	S1 AND S2
S4	4303	ECOMMERCE OR E()COMMERCE OR ELECTRONIC()COMMERCE
S5	0	S1:S2 AND S4

File 610:Business Wire 9-2003/Jan 10
(c) 2003 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2003/Jan 10
(c) 2003 The Gale Group
File 476:Financial Times Fulltext 1982-2003/Jan 10
(c) 2003 Financial Times Ltd
File 636:Gale Group Newsletter DB(TM) 1987-2003/Jan 10
(c) 2003 The Gale Group
File 613:PR Newswire 1999-2003/Jan 10
(c) 2003 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2003/Jan 09
(c) 2003 San Jose Mercury News
File 20:Dialog Global Reporter 1997-2003/Jan 10
(c) 2003 The Dialog Corp.

Set	Items	Description
S1	87906	PERFORM????(5N)(MEASUR? OR METRIC? ?)
S2	2662482	WORKFORCE OR PERSONNEL OR MANPOWER OR HUMAN()RESOURCE? ? OR LABOR OR LABORFORCE
S3	4316354	BUDGET? ? OR FUND???
S4	6573204	PLAN OR PLANS OR PLANNED OR PLANNING
S5	41888	S2(5N)S4
S6	176027	S3(5N)S4
S7	1382898	LEARN??? OR ELEARN?
S8	494361	SEMINAR? ? OR WORKSHOP? ?
S9	2024999	TRAIN???
S10	1547617	COURSE? ?
S11	3384782	WEB
S12	4959972	WWW
S13	2973250	SOFTWARE
S14	3517136	NETWORK??
S15	20746	GROUPWARE
S16	2873741	COMPUTER
S17	1817229	ELECTRONIC
S18	16	S5(S)S6(S)S7
S19	853	S5(S)S6
S20	71	S19(S)8
S21	67	S19(S)S9
S22	7	S19(S)S10
S23	138	S18 OR S20:S22
S24	2	S11(S)S23
S25	9	S12(S)S23
S26	9	S13(S)S23
S27	15	S14(S)S23
S28	0	S15(S)S23
S29	43	S16(S)S23
S30	1	S17(S)S23
S31	68	S24:S30
S32	53	RD (unique items)
S33	15	S32/2002 OR S32/2003
S34	38	S32 NOT S33
S35	38	Sort S34/ALL/PD,D

File 350:Derwent WPIX 1991-2002/UD,UM &UP=200301
 (c) 2003 Thomson Derwent
 File 347:JAPIO Oct 1976-2002/Sep(Updated 030102)
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 File 371:French Patents 1961-2002/BOPI 200209
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?ds

*foreign/international
patents*

Set	Items	Description
S1	29895	PERFORM????(5N) (MEASUR? OR METRIC? ?)
S2	152571	WORKFORCE OR PERSONNEL OR MANPOWER OR H LABOR OR LABORFORCE
S3	4627	BUDGET? ? OR FUND???
S4	99130	PLAN OR PLANS OR PLANNED OR PLANNING
S5	122	S2(5N)S4
S6	101	S3(5N)S4
S7	25705	LEARN??? OR ELEARN?
S8	3791	SEMINAR? ? OR WORKSHOP? ?
S9	107079	TRAIN???
S10	61027	COURSE? ?
S11	105140	WEB
S12	3271	WWW
S13	55680	SOFTWARE
S14	270943	NETWORK??
S15	126	GROUPWARE
S16	586214	COMPUTER
S17	1113057	ELECTRONIC
S18	0	S1 AND S5 AND S6
S19	0	S1 AND S2 AND S3 AND S4
S20	1	S1 AND S2 AND S3
S21	224331	S1 OR S5 OR S6 OR S7:S10
S22	1890	S11 AND S21
S23	58	S12 AND S21
S24	22611	S14:S16 AND S21
S25	13060	S17 AND S21
S26	47359	S11/TI,DE,ID
S27	869	S12/TI,DE,ID
S28	14779	S13/TI,DE,ID
S29	130094	S14/TI,DE,ID
S30	365997	S15:S16/TI,DE,ID
S31	922852	S17/TI,DE,ID
S32	22936	S21 AND S26:S31
S33	3448	S32 AND S1
S34	2	S33 AND S5
S35	0	S33 AND S6
S36	22	S32 AND S5
S37	33	S32 AND S6
S38	19496	S32 AND S7:S10
S39	3501	S33 OR S36 OR S37
S40	61	S38 AND S39
S41	61	IDPAT (sorted in duplicate/non-duplicate order)

40/6/1 (Item 1 from file: 350)

014941804 **Image available**

WPI Acc No: 2003-002317/200301

Title Terms: SEMICONDUCTOR; WAFER; STAGE; ADJUST; EXPOSE; TOOL; ALIGN;
MEASURE; TWO; PATTERN; RELATIVE; DISTANCE; FIRST; SECOND; ALIGN;
STRUCTURE; MICRON; NEURON; **NETWORK** ; SET; ERROR; SIGNAL

40/6/2 (Item 2 from file: 350)

014845291 **Image available**

WPI Acc No: 2002-665997/200271

Title Terms: CURRICULUM; CONSTRUCTION; METHOD; **NETWORK** ; BASED; **TRAINING**
; SELECT; TOP; BOTTOM; END; THRESHOLD; SCORE; PRIMARY; **COURSE** ; REVIEW;
EXERCISE; PREPARATION; SET; BUCKET; TEST; QUESTION

40/6/3 (Item 3 from file: 350)

014808985 **Image available**

WPI Acc No: 2002-629691/200268

Title Terms: SERVICE; LEVEL; AGREE; MANAGE; IMPLEMENT; PROGRAM; STORAGE;
MEDIUM; ASSESS; DATA; **NETWORK** ; PERFORMANCE; PROCESS; SERVICE; MEASURE;
PERFORMANCE; OBJECTIVE; BASIS; PERFORMANCE; DATA

40/6/4 (Item 4 from file: 350)

014754893 **Image available**

WPI Acc No: 2002-575597/200261

Title Terms: **COMPUTER** ; EXECUTE; **SOFTWARE** ; DEVICE; GUIDE; BRAIN; ACTIVE;
TRAINING ; LOGIC; COMMUNICATE; INFORMATION; BASED; DETERMINE; SUBJECT;
SUBSTANTIAL; REAL; TIME; RELATIVE; ACTIVE; MEASURE

40/6/5 (Item 5 from file: 350)

014659261

WPI Acc No: 2002-479965/200251

Title Terms: **COMPUTER** ; BASED; OPTICAL; DENSITY; MEASURE; GROWTH; KINETIC;
STUDY; CELL; POPULATION; SAMPLE; PLATE; REPEAT; MEASURE; OPTICAL; DENSITY
; SAMPLE; CALCULATE; SLOPE; VALUE

40/6/6 (Item 6 from file: 350)

014574146 **Image available**

WPI Acc No: 2002-394850/200242

Title Terms: **NETWORK** ; DIAGNOSE; METER; PERFORMANCE; WIDE; RANGE; DIAGNOSE
; TEST; SITU; INDUSTRIAL; COMMUNICATE; **NETWORK** ; HAND; HELD; METER;
CONTEXT; **NETWORK** ; EMPLOY; PROTOCOL

40/6/7 (Item 7 from file: 350)

014481882 **Image available**

WPI Acc No: 2002-302585/200234

Title Terms: **TRAINING** ; TEST; APPARATUS; **TRAINING** ; TEST; HUMAN;
JUDGEMENT; ADVERTISE; MATERIAL; **COMPUTER** ; STORAGE; ACCESS; SELECT;
AUDIO; VISUAL; ADVERTISE; PRESENT

40/6/8 (Item 8 from file: 350)

014434109 **Image available**

WPI Acc No: 2002-254812/200230

Title Terms: **COMPUTER** ; **TRAINING** ; SYSTEM; SERVE; DATABASE; INSTRUCTION;
MATERIAL; DATABASE; TEST; COMMUNICATE; CLIENT; MACHINE; TAILORED; CONTENT
; ACCORD; TEST; RESULT

40/6/9 (Item 9 from file: 350)

014268629

WPI Acc No: 2002-089327/200212

Title Terms: DATABASE; SYSTEM; PROBE; COMPRISE; **WEB** ; SITE; DATABASE;
PROBE; PROPERTIES; CONNECT; USER; **COMPUTER** ; **NETWORK**

40/6/10 (Item 10 from file: 350)

014131306 **Image available**

WPI Acc No: 2001-615517/200171

Title Terms: **COMPUTER** ; HUMAN; INTERFACE; EVALUATE; APPARATUS; QUANTITY;
INFORMATION; EMBODY; TOKEN; PRIMARY; METRIC; REFLECT; HUMAN; EFFORT;
ASSOCIATE; PERFORMANCE; PREDETERMINED; TEST; SUITE

40/6/11 (Item 11 from file: 350)

013956896 **Image available**

WPI Acc No: 2001-441110/200147

Title Terms: NEURAL; **NETWORK** ; ARCHITECTURE; DETERMINE; SELECT; PREFER;
NEURAL; **NETWORK** ; ARCHITECTURE; BASED; INITIAL; CONDITION; ARCHITECTURE;
FEATURE; **NETWORK** ; MEASURE; PERFORMANCE; ASSOCIATE; CHROMOSOME

40/6/12 (Item 12 from file: 350)

013522383 **Image available**

WPI Acc No: 2001-006589/200101

Title Terms: **COMPUTER** ; COMPANY; SHARE; PRICE; LEVEL; MANAGE; METHOD;
CHANGE; BUDGET; ITEM; LAND; PLAN; ACCORD; ESTIMATE; CHANGE; CORRESPOND;
FACTOR; AFFECT; SHARE; PRICE

40/6/13 (Item 13 from file: 350)

012965627 **Image available**

WPI Acc No: 2000-137478/200012

Title Terms: SPORTS; PERFORMANCE; **COMPUTER** ; SYSTEM; DETERMINE; KINEMATIC;
MEASURE; DISTANCE; SPEED; PACE; PERSON

40/6/14 (Item 14 from file: 350)

012463825 **Image available**

WPI Acc No: 1999-269933/199923

Title Terms: TREAD; FLANGE; DIMENSION; MEASURE; APPARATUS; WHEEL; VEHICLE;
ELECTRIC; **TRAIN** ; RADIATE; WIDE; BEAM; LIGHT; WHEEL; OBTAIN; IMAGE;
SIGNAL; CCD; AREA; SENSE; INPUT; **COMPUTER** ; MEASURE; CROSS; SECTION;
SHAPE; TREAD; FLANGE; PORTION; WHEEL

40/6/15 (Item 15 from file: 350)

012459577 **Image available**

WPI Acc No: 1999-265685/199923

Title Terms: **COMPUTER** ; ASSIST; PERFORMANCE; MONITOR; ENHANCE; METHOD;
AUTOMATIC; TELLER; MACHINE

40/6/16 (Item 16 from file: 350)

012144044 **Image available**

WPI Acc No: 1998-560956/199848

Title Terms: METHOD; MEASURE; MECHANICAL; IMPEDANCE; SYSTEM; HUMAN; BODY;
SEQUENCE; APPLY; EXTERNAL; FORCE; SYSTEM; HUMAN; BODY; DETECT; POSITION;
VARIATION; FEED; **COMPUTER** ; PERFORMANCE; LINE; REAL; TIME; ANALYSE

40/6/17 (Item 17 from file: 350)

012125927 **Image available**

WPI Acc No: 1998-542839/199846

Title Terms: METHOD; OBTAIN; ACCURACY; MEASURE; DISTANCE; GOLF; CART;
COMPUTER ; NAVIGATION; CALIBRATE; MEASURE; SYSTEM; ELIMINATE; BUILD; UP;
ERROR; RESTORATION; ACCURACY; MEASURE; PERFORMANCE; SYSTEM; INSTANT;
REDUCE; DISCREPANCY; POINT; CART; PATH; FOUND; ACTUAL; APPROXIMATE; CART;

POSITION

40/6/18 (Item 18 from file: 350)
011595378 **Image available**
WPI Acc No: 1998-012506/199802
Title Terms: MULTI; JOINT; MUSCLE; POWER; MEASURE; METHOD; SPORTS;
TRAINING ; REHABILITATION; **LEARNING** ; TECHNIQUE; NEURO; **NETWORK** ; FUZZ;
MATHEMATICAL; PROGRAM; LINEAR; PROGRAM; NONLINEAR; PROGRAM; MULTI;
OBJECTIVE; PROGRAM; REVERSE; MOTION; ANALYSE

40/6/19 (Item 19 from file: 350)
010980757 **Image available**
WPI Acc No: 1996-477706/199648
Title Terms: WORK; PERFORMANCE; MEASURE; APPARATUS; MEASURE; BODY; WORK;
DATA; CARRY; SPORTS; **COMPUTER** ; UNIT; CALCULATE; WORK; VALUE; MEASURE;
PULSE; VALUE; PREDETERMINED; BODY; DATA; DISPLAY; WORK; VALUE

~~40/6/20~~ (Item 20 from file: 350)
010945799 **Image available**
WPI Acc No: 1996-442749/199644
Title Terms: PERFORMANCE; ENHANCE; METHOD; ARTIFICIAL; INTELLIGENCE; SYSTEM
; EMPLOY; NEURAL; **NETWORK** ; PRODUCE; OPTIMUM; **TRAINING** ; SET; **TRAINING**
; NEURAL; **NETWORK** ; IDENTIFY; PERMANENT; REMOVE; INACCURACIES; **TRAINING**
; PAIR; **TRAINING** ; SET; PERFORMANCE; WORST; ERROR; ORDER

40/6/21 (Item 21 from file: 350)
010675273 **Image available**
WPI Acc No: 1996-172227/199618
Title Terms: SENSE; ARRANGE; MEASURE; VALUE; DETECT; DISTANCE; FILM; THICK;
MEASURE; MEASURE; COIL; VOLTAGE; SOURCE; COIL; EVALUATE; UNIT; DETECT;
DEVICE; NEURAL; **NETWORK** ; INPUT; MASK; OUTPUT; STAGE; WEIGHT; OBTAIN;
TRAINING ; SAMPLE; OBJECT

40/6/22 (Item 22 from file: 350)
010666458 **Image available**
WPI Acc No: 1996-163412/199617
Title Terms: WIND; VELOCITY; METER; **ELECTRONIC** ; WRIST; WATCH; DISPLAY;
UNIT; OUTPUT; WIND; VELOCITY; COMPUTATION; OPERATE; PART; CPU

40/6/23 (Item 23 from file: 350)
010654789 **Image available**
WPI Acc No: 1996-151742/199616
Title Terms: THREE-DIMENSIONAL; NON; LINEAR; ASSESS; MINUTE; DEFECT;
SURFACE; STRUCTURE; PAPER; DOCUMENT; TRACK; SURFACE; SIX; DEGREE; FREE;
OBTAIN; THREE; COORDINATE; POINT; SURFACE; FEED; COORDINATE; NEURAL;
NETWORK ; EVALUATE; RESULT; CALCULATE; NEURAL; **NETWORK**

40/6/24 (Item 24 from file: 350)
010090814 **Image available**
WPI Acc No: 1994-358527/199444
Title Terms: **TRAINING** ; PRAM; PRODUCE; OUTPUT; BEHAVE; NEURAL; **NETWORK** ;
SUPPLY; PULSE; **TRAIN** ; PROBABILITY; EQUAL; REAL; VALVE; NUMBER;
CORRESPOND; PULSE; **TRAIN** ; ADDRESS; OUTPUT

40/6/25 (Item 25 from file: 350)
010046843
WPI Acc No: 1994-314554/199439
Title Terms: LOCATE; MOBILE; STATION; DIGITAL; TELEPHONE; **NETWORK** ;
REFERENCE; MEASURE; RELEVANT; TRAFFIC; CONNECT; AID; MOBILE; MEASURE;

UNIT; PROCESS; POSITION; DATA; RELATED; MEASURE; SIGNAL

40/6/26 (Item 26 from file: 350)

009990161 **Image available**

WPI Acc No: 1994-257872/199432

Title Terms: DISTRIBUTE; FILE; TRANSFER; COMMUNICATE; **NETWORK** ;
PERFORMANCE; OPERATE; TWO; NODE; MEASURE; STATE; EVOLVE; STATISTICAL;
ANALYSE; RESULT; DETERMINE; OPTIMUM; TIME; FILE; TRANSFER; AUTOMATIC

40/6/27 (Item 27 from file: 350)

009805111 **Image available**

WPI Acc No: 1994-084966/199411

Title Terms: NEURAL; **NETWORK** ; BASED; CONTROL; SYSTEM; COMBINATION;
HARVESTER; **TRAIN** ; NEURAL; **NETWORK** ; GENERAL; SET; DATA; FUNCTION;
GENERAL; MODEL; MACHINE; GENERAL; LOCAL; SET; DATA; FUNCTION; SUB; MODEL;
MACHINE

40/6/28 (Item 28 from file: 350)

009425208 **Image available**

WPI Acc No: 1993-118724/199315

Title Terms: PAPER; **WEB** ; PROFILE; FAULT; CORRECT; MATHEMATICAL; MODEL;
CURRENT; OPERATE; ELIMINATE; RESIDUE; FAULT; LATERAL; PROFILE

40/6/29 (Item 29 from file: 350)

008276294 **Image available**

WPI Acc No: 1990-163295/199021

Title Terms: **COMPUTER** ; DRIVE; EXERCISE; WEIGHT; **TRAINING** ; APPARATUS;
DISPLAY; **COMPUTER** ; CONNECT; SEND; SIGNAL; MEASURE; REPRESENT; CURRENT;
EXERCISE; PERFORMANCE; USER; HOST; **COMPUTER**

40/6/30 (Item 30 from file: 350)

008180959

WPI Acc No: 1990-067960/199010

Title Terms: DIGITAL; MEASURE; VALVE; REGISTER; SYSTEM; DETERMINE; QUALITY;
COURSE ; CONTROL; SHIP; NAVIGATION; **COMPUTER** ; FACILITY; UPDATE;
PARAMETER

40/6/31 (Item 31 from file: 350)

007637875 **Image available**

WPI Acc No: 1988-271807/198839

Title Terms: MEASURE; METHOD; JUDGEMENT; QUALITY; TRANSMISSION; PATH;
COMPUTER ; COMPARE; EARLY; REFERENCE; SAMPLE; PATH; SPEECH; RECOGNISE

40/6/32 (Item 32 from file: 350)

007549196 **Image available**

WPI Acc No: 1988-183128/198826

Title Terms: INTERACT; SPORTS; SIMULATE; SYSTEM; PSYCHOLOGICAL; CONDITION;
ACTUAL; PHYSICAL; TRIAL; SPORTS; PERFORMANCE; PERFORMANCE; AUDIOVISUAL;
SIMULATE; **COMPUTER**

Index Terms/Additional Words: INTERACT; SPORTS; SIMULATE; SYSTEM;
PSYCHOLOGICAL; COND

40/6/33 (Item 33 from file: 350)

007225258

WPI Acc No: 1987-222266/198732

Title Terms: CONTROL; WORK; CHARACTERISTIC; IC; ENGINE; BASIC; **COMPUTER** ;
PROGRAM; ADAPT; CONTROL; CATER; VARIATION; ENGINE; CONDITION

40/6/34 (Item 34 from file: 350)

004842748

WPI Acc No: 1986-346089/198652

Title Terms: **ELECTRONIC** ; ATHLETE; **TRAINING** ; IMPROVE; REFLEX; SPEED;
TARGET; SELECT; RANDOM; SEQUENCE; **ELECTRONIC** ; TIME; ELAPSED; TIME

40/6/35 (Item 35 from file: 350)

004639057

WPI Acc No: 1986-142400/198622

Title Terms: **NETWORK** ; CABLE; LINE; FAULT; LOCATE; **TRAINING** ; CONDUCTOR;
RESISTANCE; LEAD; CONNECT; FAULT; SIMULATE; SECOND; LEAD; CONNECT;
CONTACT; SWITCH

40/6/36 (Item 36 from file: 350)

004512734

WPI Acc No: 1986-016078/198603

Title Terms: YACHT; BEAT; OPTIMUM; **COMPUTER** ; SYSTEM; INDICATE; CREW;
COURSE ; SAIL; SET; IMPLEMENT; BEAT; VARIOUS; VARIABLE; WIND; WEATHER;
CONDITION

40/6/37 (Item 37 from file: 350)

004435278

WPI Acc No: 1985-262156/198542

Title Terms: TEST; STAND; ERGOMETRIC; INVESTIGATE; DATA; OUTPUT; UNIT;
INPUT; COMPARATOR; **COMPUTER** ; UNIT; EFFICIENCY

40/6/38 (Item 38 from file: 350)

003704270

WPI Acc No: 1983-700449/198327

Title Terms: PEDAL; BICYCLE; RIDE; POWER; OUTPUT; MEASURE; PEDAL; CRANK;
CHAIN; TRANSDUCER; CONNECT; **ELECTRONIC** ; UNIT

40/6/39 (Item 39 from file: 350)

002352362

WPI Acc No: 1980-F8812C/198027

Title Terms: CINE; CAMERA; EXPOSE; TIME; MONITOR; OPTO; **ELECTRONIC** ;
PICK-UP; LASER; BEAM; MODULATE; CONVERT; AMPLIFY; MEASURE; UNIT; SELECT;
CONNECT; COUNTER; MEMORY

40/6/40 (Item 1 from file: 347)

07353802

Image available

MANAGEMENT SUPPORT SYSTEM AND SUPPORT METHOD FOR PERSONNEL AFFAIRS AND
COMPUTER PROGRAM FOR THE SAME

40/6/41 (Item 2 from file: 347)

05756632

Image available

ROTARY BODY BALANCING TEACHING DEVICE AND ITS MANAGEMENT SYSTEM

40/6/42 (Item 3 from file: 347)

05231997

Image available

ESTIMATION OF CAUSE OF BULKING IN SEWAGE TREATMENT PLANT AND BULKING
MEASURE SUPPORT DEVICE

40/6/43 (Item 4 from file: 347)

04859717

Image available

DEVICE FOR **LEARNING** REAL ESTATE PURCHASE

40/6/44 (Item 5 from file: 347)
04676778 **Image available**
METHOD AND DEVICE FOR LEARNING EXAMPLE

40/6/45 (Item 6 from file: 347)
04542058 **Image available**
JUDGMENT OF PARTIAL DISCHARGE

40/6/46 (Item 7 from file: 347)
04510565 **Image available**
WASHING MACHINE

40/6/47 (Item 8 from file: 347)
04356266 **Image available**
ELECTRONIC SPHYGMOMANOMETER

40/6/48 (Item 9 from file: 347)
04116895 **Image available**
DISTRIBUTED LEARNING DEVICE FOR NEURAL NETWORK

40/6/49 (Item 10 from file: 347)
04048457 **Image available**
FAILED PORTION POINTING SYSTEM OF ANALOG ELECTRONIC CIRCUIT APPLYING
NEURAL NET

40/6/50 (Item 11 from file: 347)
03816542 **Image available**
SCANNING PROBE MICROSCOPE IMAGE PROCESSOR

40/6/51 (Item 12 from file: 347)
03806860 **Image available**
METHOD OF MEASURING GATE LENGTH

40/6/52 (Item 13 from file: 347)
03650700 **Image available**
PARKING STATUS MEASURING METHOD

40/6/53 (Item 14 from file: 347)
03405974 **Image available**
ELECTRONIC TYPE WATTMETER

40/6/54 (Item 15 from file: 347)
03186789 **Image available**
AUTOMATIC MEASURING SYSTEM FOR RACING VEHICLE

40/6/55 (Item 16 from file: 347)
03126091 **Image available**
ADAPTIVE LEARNING TYPE GENERAL PURPOSE PICTURE MEASURING DEVICE

40/6/56 (Item 17 from file: 347)
03126086 **Image available**
ADAPTIVE LEARNING TYPE GENERAL PURPOSE PICTURE MEASURING SYSTEM

40/6/57 (Item 18 from file: 347)

03097689 **Image available**
TIME COUNTING DEVICE

40/6/58 (Item 19 from file: 347)
02588608 **Image available**
ELECTRONIC DISPLAY MEASURING INSTRUMENT WITH CHARGING FUNCTION

40/6/59 (Item 20 from file: 347)
02114041 **Image available**
GRAIN PARTICLE INSPECTING DEVICE

40/6/60 (Item 21 from file: 347)
01210204 **Image available**
METHOD FOR INSPECTING DIAMETER OF ROD WIRE AND FOR CONTROLLING SIZE THEREOF

40/6/61 (Item 22 from file: 347)
01065362 **Image available**
BREAKING PERFORMANCE MEASURING DEVICE

40/7/7

14481882/7

DIALOG(R)File 350:Derwent WPIX

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014481882 **Image available**

WPI Acc No: 2002-302585/200234

Training and testing apparatus for training and testing human judgement of advertising materials, has computer that stores and accesses selected audio and visual advertising presentations

Patent Assignee: CY RES INC (CYRE-N)

Inventor: YOUNG C C; YOUNG C E; YOUNG P E

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6322368	B1	20011127	US 9893564	P	19980721	200234 B
			US 99358379	A	19990721	

Priority Applications (No Type Date): US 9893564 P 19980721; US 99358379 A 19990721

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6322368	B1	11	G09B-005/06		Provisional application US 9893564

Abstract (Basic): US 6322368 B1

NOVELTY - The apparatus has a computer that stores and accesses several audio and visual advertising presentations selected from a group comprising of motion picture advertisements, still picture advertisements, worldwide web home pages or advertisements, audio advertisements, audio clips or previews, and motion picture clips or reviews.

DETAILED DESCRIPTION - The audio and visual presentations are played to enable users to rank the audio and visual presentations. The user rankings are compared against corresponding survey measure of audience performance. The scores of comparisons are tabulated for one or more users. An INDEPENDENT CLAIM is also included for training and testing human judgement in assessing advertising materials.

USE - For training and testing human judgement of advertising materials.

ADVANTAGE - Computerized and generalized across a wide spectrum of human activities. Simulates decisions about performance of complex human activities and compares decisions made by the user to actual measures of performance. Ensures enhanced playback operation of presentations in various levels.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart of training and testing human judgement of advertising materials.

pp; 11 DwgNo 6/6

Derwent Class: P85; T01; W05

International Patent Class (Main): G09B-005/06

?t14434109

40/7/8

14434109/7

DIALOG(R)File 350:Derwent WPIX

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014434109 **Image available**

WPI Acc No: 2002-254812/200230

Computer training system for Internet involves server with database of instructional material and database of tests communicating with client machines and tailoring content according to test results

Patent Assignee: DELEHANTY J (DELE-I)

Inventor: DELEHANTY J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20010039002	A1	20011108	US 2000183567	P	20000218	200230 B
			US 2001788954	A	20010220	

Priority Applications (No Type Date): US 2000183567 P 20000218; US
2001788954 A 20010220

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
US 20010039002 A1 15 G09B-007/00 Provisional application US 2000183567

Abstract (Basic): US 20010039002 A1

NOVELTY - Server (5) has database of instructional material and database containing tests. Server communicates with users on client machines (151-155,157-159) via network e.g. Internet (10). Content presented to user tailored according to users performance in tests as measured by scoring algorithm. Administrator (156) can edit database content.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for the method incorporated in the described system.

USE - As a training system using network e.g. Internet

ADVANTAGE - Provides dynamic environment to implement and administer comprehensive training programme over network

DESCRIPTION OF DRAWING(S) - Drawing is block diagram of the system.

Server (5)

Internet (10)

Student's client computers (151-155,157-159)

Administrator's computer (156)

pp; 15 DwgNo 2/4

Derwent Class: P85; T01; W04

International Patent Class (Main): G09B-007/00

International Patent Class (Additional): G06F-015/16

?t14268629

40/7/9
14268629/7

DIALOG(R) File 350:Derwent WPIX

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014268629

WPI Acc No: 2002-089327/200212

Database system for characterizing monospecific probes, comprises web site having database of probe properties and connected to users by computer network

Patent Assignee: DANA FARBER CANCER INST INC (DAND); MENTZER S (MENT-I)

Inventor: MENTZER S

Number of Countries: 023 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20010049689	A1	20011206	US 2000193353	P	20000328	200212 B
			US 2001819939	A	20010328	
WO 200193113	A1	20011206	WO 2001US9908	A	20010328	200212
AU 200190505	A	20011211	AU 200190505	A	20010328	200225

Priority Applications (No Type Date): US 2000193353 P 20000328; US
2001819939 A 20010328

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
US 20010049689 A1 32 G06F-017/30 Provisional application US 2000193353

WO 200193113 A1 E G06F-017/30

Designated States (National): AU CA JP

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU

MC NL PT SE TR

AU 200190505 A G06F-017/30 Based on patent WO 200193113

Abstract (Basic): US 20010049689 A1

NOVELTY - A database system having web site with database of monospecific probe properties and connected to users by computer network to allow users to enter selection criteria for retrieving probe properties, is new. The web site produces list of information on probes matching the criteria, and displays the information on the list in an order determined by each matching probe's similarity to the criteria.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(1) providing information concerning monospecific probes to users through web site, comprising:

(a) receiving information relating a monospecific probe from a user;
(b) comparing the information to a monospecific probe information database;

(c) compiling a list of matching monospecific probe information matching the information relating a monospecific probe received from a user; and

(d) displaying the information in an order determined by similarity of the information relating to a monospecific probe from a user to the monospecific probe information in the database;

(2) directory computer that displays matching monospecific probes;
(3) computer-readable medium having stored computer-executable instructions for:

(a) receiving selection criteria relating to information on a monospecific probe from a user;

(b) compiling a list of matching monospecific probes matching the selection criteria from a database of monospecific probe information; and

(c) displaying the matching monospecific probe information; and

(4) comparing two monospecific probe histograms by analyzing first and second histograms by kernel smoothing or density estimation, and comparing the analyzed histograms.

USE - For characterizing monospecific probes e.g. monoclonal antibodies, in an online directory.

ADVANTAGE - The knowledge base of the invention is available around the world, 24 hours daily. The monospecific probes submitted to the reference laboratory can be processed to immediately post the data on the web. The real-time probe characterization shortens the development time of new monospecific probes, facilitates the probes' use in on-going research, and encourages the development of more probe molecules.

pp; 32 DwgNo 0/24

Derwent Class: B04; D16; T01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G01N-033/53; G06F-019/00

?t14131306

40/7/00

14131306/7

DIALOG(R) File 350:Derwent WPIX

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014131306 **Image available**

WPI Acc No: 2001-615517/200171

Computer-human interface evaluating apparatus uses quantity of information embodied within tokens as primary metric reflecting human effort associated with performance of predetermined test suite

Patent Assignee: DRISKELL S W (DRIS-I)

Inventor: DRISKELL S W

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6295509	B1	20010925	US 9761934	A	19971017	200171 B
			US 98170791	A	19981013	

Priority Applications (No Type Date): US 9761934 P 19971017; US 98170791 A 19981013

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6295509	B1	71	G06F-003/00	Provisional application	US 9761934

Abstract (Basic): US 6295509 B1

NOVELTY - A memory unit stores a work session history containing a sequence of tokens corresponding to events associated with the

performance of a predetermined test suite using a human-computer interface (1A08). A processor evaluates the tokens and uses the quantity of information embodied within tokens as a primary metric reflecting the human effort associated with usage of the computer interface to perform the predetermined test suite.

USE - For quantitative measurement of mental effort expended during manipulation of computer-human interfaces.

ADVANTAGE - Permits objective, quantitative comparisons between equally functional software to ascertain the mental effort expended to accomplish a set of stipulated activities on each. Provides a non-invasive way to appraise whether a user productively employs specified software. Based on the expended mental effort, report about measures of redundancy, information balance to appraise productivity, ease of learning, expected retention and likely error sources, is generated.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic block diagram of the device for measuring mental effort of managing a computer-human interface.

Human-computer interface (1A08)

pp; 71 DwgNo 1/8

Derwent Class: T01

International Patent Class (Main): G06F-003/00

?t13522383

40/7/12

13522383/7

DIALOG(R)File 350:Derwent WPIX

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013522383 **Image available**

WPI Acc No: 2001-006589/200101

Computerized company share price level managing method involves making changes in budget items of land plans in accordance with estimated changes corresponding to factors that affect share price

Patent Assignee: VALUESCIENCE CORP (VALU-N); BRILANDO J F (BRIL-I)

Inventor: BRILANDO J F

Number of Countries: 090 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200050975	A2	20000831	WO 2000US5312	A	20000224	200101 B
AU 200033881	A	20000914	AU 200033881	A	20000225	200101
US 20020062238	A1	20020523	US 99256811	A	19990224	200239
			US 2001975120	A	20011009	

Priority Applications (No Type Date): US 99256811 A 19990224; US 2001975120 A 20011009

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200050975 A2 E 17 G06F-000/00

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200033881 A G06F-000/00 Based on patent WO 200050975

US 20020062238 A1 G06F-017/60 Cont of application US 99256811

Abstract (Basic): WO 200050975 A2

NOVELTY - Absolute or relative influence of at least two of the factors on the land of the share price is estimated by analyzing the received data, which represents factors that affect level of share price. Budget items or land plans of company is changed in accordance with estimated changes, to manage the level of the share price.

USE - For managing share price of the company.

ADVANTAGE - Frequent small changes to company's goal act as small mid-course connections that reduce unnecessary share price velocity.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram

explaining the level and reducing the volatility of share price
managing method.

pp; 17 DwgNo 3/5

Derwent Class: T01

International Patent Class (Main): G06F-000/00; G06F-017/60

?t12459577

40/7/15
12459577/7

DIALOG(R) File 350:Derwent WPIX

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012459577 **Image available**

WPI Acc No: 1999-265685/199923

**Computer assisted performance monitoring and enhancing method e.g. for
automated teller machine**

Patent Assignee: NCR INT INC (NATC); NCR CORP (NATC)

Inventor: SIEFERT D M

Number of Countries: 027 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 913798	A2	19990506	EP 98308204	A	19981008	199923 B
JP 11224303	A	19990817	JP 98307602	A	19981028	199943
US 6047261	A	20000404	US 97962405	A	19971031	200024

Priority Applications (No Type Date): US 97962405 A 19971031

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 913798 A2 E 9 G07G-001/00

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI

JP 11224303 A 9 G06F-019/00

US 6047261 A G06F-017/60

Abstract (Basic): EP 913798 A2

NOVELTY - The method measures the performance of a user interaction with a user interface. Parameters of the user interface are adjusted to increase performance of the used interaction. An escalation event is caused to occur if the user performance is below a predetermined level.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for a system for monitoring and enhancing computer assisted performance with a business terminal.

USE - For automated teller machine.

ADVANTAGE - Improves training, productivity, and efficiency.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of the operation of the invention.

pp; 9 DwgNo 2/3

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60; G06F-019/00; G07G-001/00

International Patent Class (Additional): G07D-009/00; G07G-001/12

?t10945799

40/7/20
10945799/7

DIALOG(R) File 350:Derwent WPIX

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010945799 **Image available**

WPI Acc No: 1996-442749/199644

**Performance enhancing method for artificial intelligence system employing
neural networks - produces optimised training set for training neural
network by identifying and permanently removing inaccurate training pairs
in training set, performed in worst error order**

Patent Assignee: UNISYS CORP (BURS)

Inventor: WASSERMAN P D

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5559929	A	19960924	US 94282250	A	19940729	199644 B

Priority Applications (No Type Date): US 94282250 A 19940729

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5559929	A		18	G06F-007/00	

Abstract (Basic): US 5559929 A

The performance enhancing method involves training a neural network using the training set and measuring a generalization error of the trained neural network. A training pair is removed from the training set to produce a reduced training set and the neural network is trained using the reduced training set. The generalization error of the trained reduced training set is measured and the removed training pair is reinserted into the training set.

The above process is repeated for each training pair in the training set. The training pairs are sorted based on their measured generalization error and the whole process is again repeated for each training pair, except that the reinserting is not performed when the measured generalization error in is less than that obtained before removal of the training pair.

ADVANTAGE - Minimises error between network output and desired output vector.

11,14/14

Derwent Class: T01

International Patent Class (Main): G06F-007/00

?t9990161

40/7/26
9990161/7

DIALOG(R) File 350:Derwent WPIX

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009990161 **Image available**

WPI Acc No: 1994-257872/199432

Distributed file transfer for communication network - performs operations on two nodes by measuring state, evolves statistical analysis of result and determines optimal timing for file transfer automatically

Patent Assignee: FUJI XEROX CO LTD (XERF)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 6187260	A	19940708	JP 92355418	A	19921221	199432 B

Priority Applications (No Type Date): JP 92355418 A 19921221

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 6187260	A		7	G06F-013/00	

Abstract (Basic): JP 6187260 A

The network system is furnished with the file transmission method for handling files. The state measurement method (4) measures the state of the network or the state of resources of the network. The statistical method (10A) performs the statistical processing of the measurement results. The transmission timing determination method (10E,10F) determines the timing of the file transfer with reference to the statistical results.

The file is transmitted automatically from an arbitrary starting position in reference to the desired target transfer position. The time zone selection does not impose burden exclusively to the communication course or to the computer method.

ADVANTAGE - Provides efficient use of network based on transmission timing determination.

Dwg.1/4

Derwent Class: T01; W01

International Patent Class (Main): G06F-013/00

International Patent Class (Additional): G06F-012/00; H04L-012/28;

H04L-012/40

?t9805111

40/7/27
9805111/7

DIALOG(R) File 350:Derwent WPIX
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009805111 **Image available**

WPI Acc No: 1994-084966/199411

Neural network based control system for combine harvester - trains neural network with general set of data to function as general model of machine and with general and local set of data to function as sub-model of machine

Patent Assignee: DEERE & CO (DEEC)

Inventor: HALL J W

Number of Countries: 008 Number of Patents: 009

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 586999	A2	19940316	EP 93113807	A	19930830	199411 B
AU 9339930	A	19940317	AU 9339930	A	19930531	199416
CA 2105842	A	19940311	CA 2105842	A	19930909	199421
AU 658066	B	19950330	AU 9339930	A	19930531	199521
EP 586999	A3	19950329	EP 93113807	A	19930830	199543
US 5586033	A	19961217	US 92945293	A	19920910	199705
			US 95466957	A	19950606	
CA 2105842	C	19981103	CA 2105842	A	19930909	199903
EP 586999	B1	19990317	EP 93113807	A	19930830	199915
DE 69323943	E	19990422	DE 623943	A	19930830	199922
			EP 93113807	A	19930830	

Priority Applications (No Type Date): US 92945293 A 19920910; US 95466957 A 19950606

Cited Patents: No-SR.Pub; 1.Jnl.Ref; GB 2266602; JP 4252302; US 4967863

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 586999	A2	E	48	G05B-013/02	
				Designated States (Regional):	BE DE FR GB IT
AU 658066	B			G06F-015/18	Previous Publ. patent AU 9339930
US 5586033	A		39	G06F-015/18	Cont of application US 92945293
EP 586999	B1	E		G05B-013/02	
				Designated States (Regional):	BE DE FR GB IT
DE 69323943	E			G05B-013/02	Based on patent EP 586999
AU 9339930	A			G06F-015/18	
CA 2105842	A			G05B-019/04	
EP 586999	A3			G05B-013/02	
CA 2105842	C			G05B-019/04	

Abstract (Basic): EP 586999 A

The system control can respond to and control the entire machine rather than only solo-systems of the machine. It generates an output signal as a function of several input signals. A neural network (400) generates an output signal as a function of a number of input signals and has a number of neurons.

The neural network (400) is trained with a general set of data to function as a general model of a machine (10) or process and is trained with a combined set of data including the general set of data (400) having an architecture and a number of neurons.

USE/ADVANTAGE - Responds to and controls entire machine rather than only portions or sub-systems of machine.

Dwg.2/13

Abstract (Equivalent): US 5586033 A

A machine control system for controlling a machine which operates in a variety of locations and conditions and which produces an end result, the control system comprising:

a plurality of actuators, each for controlling a particular function of the machine in response to an actuator control signal;

a plurality of actuator sensors, each generating an actuator condition signal representing a condition of a corresponding one of the actuators;

a plurality of input condition sensors, each generating an input condition sensor signal representing an input condition which influences operation of the machine,

an actuator control unit for generating the actuator control signals as a function of the actuator condition signals and as a function of setpoint signals;

a neural network trained prior to and apart from normal production use of the machine with a set of general training data to function as a general model of the machine and trained to function as a submodel with respect to a set of local condition data together with the set of general training data, the neural network processing the input condition sensor signals and data collected prior to normal production use of the machine representing desired machine performance quality to produce a set of machine adjustments intended to produce the desired machine performance quality, the neural network generating the setpoint signals based upon predicted responses of the machine to varying conditions;

a data communication system comprising means for communicating the actuator signals to the actuator control unit, means for communicating the sensor signals to the neural network, and means for communicating the setpoint signals to the actuator control unit, the neural network and the actuator control unit cooperating to control operation of the machine without measuring the machine performance quality in connection with normal production use of the machine; and

operator controlled means for selectively causing the neural network to function as the general model or as the submodel.

Dwg.2/11

Derwent Class: P12

International Patent Class (Main): G05B-013/02; G05B-019/04; G06F-015/18

International Patent Class (Additional): A01D-041/12; G05B-013/00

?b347

13jan03 08:45:27 User262807 Session D4117.2

\$9.65 0.757 DialUnits File350

\$14.13 9 Type(s) in Format 7

\$14.13 9 Types

\$23.78 Estimated cost File350

\$0.43 TELNET

\$24.21 Estimated cost this search

\$24.22 Estimated total session cost 0.841 DialUnits

File 347:JAPIO Oct 1976-2002/Sep(Updated 030102)

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***File 347: JAPIO data problems with year 2000 records are now fixed.**

Alerts have been run. See HELP NEWS 347 for details.

Set Items Description

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?t7353802/7

40/7/40
7353802/7

DIALOG(R)File 347:JAPIO

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07353802 **Image available**

MANAGEMENT SUPPORT SYSTEM AND SUPPORT METHOD FOR PERSONNEL AFFAIRS AND
COMPUTER PROGRAM FOR THE SAME

PUB. NO.: 2002-222293 [JP 2002222293 A]

PUBLISHED: August 09, 2002 (20020809)

INVENTOR(s): UMEZAWA KAORU

APPLICANT(s): NEC CORP

APPL. NO.: 2001-018246 [JP 20011018246]

FILED: January 26, 2001 (20010126)

ABSTRACT

PROBLEM TO BE SOLVED: To provide a management support system for personnel affairs information capable of making a reshuffle plan having a data structure formed by connecting staff members like a train from reshuffle needs as a format of recording work for thinking by a selecting person in the process of selecting a suitable person, and obtaining personal reshuffle data from the reshuffle plan.

SOLUTION: This management support system for personnel affairs information includes the reshuffle plan 4 having a train-like information structure formed by connecting candidates for reshuffle in order like a chain through a reshuffle post with a reshuffle factor of personnel affairs information as a head, a reshuffle plan making/updating means for performing alterations for the reshuffle plan 4 such as addition, deletion and combination of candidates for reshuffle contained in the reshuffle plan 4, and a data converting means 12 for converting the reshuffle plan 4 to a database of a designated form, and recording the converted data.

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File 348:EUROPEAN PATENT 1978-2002/Dec W03
(c) 2002 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20030109,UT=20030102
(c) 2003 WIPO/Univentio

Set	Items	Description
S1	38423	PERFORM????(5N) (MEASUR? OR METRIC? ?)
S2	62389	WORKFORCE OR PERSONNEL OR MANPOWER OR HUMAN()RESOURCE? ? OR LABOR OR LABORFORCE
S3	13582	BUDGET? ? OR FUND???
S4	256091	PLAN OR PLANS OR PLANNED OR PLANNING
S5	262	S2(5N)S4
S6	225	S3(5N)S4
S7	30673	LEARN??? OR ELEARN?
S8	8241	SEMINAR? ? OR WORKSHOP? ?
S9	75125	TRAIN???
S10	289599	COURSE? ?
S11	80682	WEB
S12	16662	WWW
S13	137702	SOFTWARE
S14	167591	NETWORK??
S15	231	GROUPWARE
S16	226804	COMPUTER
S17	232204	ELECTRONIC
S18	9	S1 AND S2(3N)S4 AND S3(3N)S4
S19	20024	SS S7:S10
S20	0	S18 AND S19
S21	14	S1 AND S5 AND S6 AND S7:S10
S22	234575	S11 OR S12 OR S14 OR INTERNET
S23	14	S21 AND S22

23/6/1 (Item 1 from file: 349)
00959209 **Image available**
**SYSTEM AND METHOD FOR GENERATING FORECASTS AND ANALYSIS OF CONTACT CENTER
BEHAVIOR FOR PLANNING PURPOSES**
**SYSTEME ET PROCEDE DE GENERATION DE PREVISIONS ET D'ANALYSES DU
COMPORTEMENT D'UN CENTRE DE CONTACT A DES FINS DE PLANIFICATION**
Publication Language: English
Filing Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 15188
Publication Year: 2002

23/6/2 (Item 2 from file: 349)
00932145
SYSTEMS AND METHODS FOR IMPROVING INVESTMENT PERFORMANCE
SYSTEME ET PROCEDES PROPRES A AMELIORER LES PERFORMANCES D'INVESTISSEMENT
Publication Language: English
Filing Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 16375
Publication Year: 2002

23/6/3 (Item 3 from file: 349)
00828369 **Image available**
IMPROVED DATABASE ACCESS SYSTEM
SYSTEME D'ACCES A DES BASES DE DONNEES AMELIORE
Publication Language: English
Filing Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 26108
Publication Year: 2001

23/6/4 (Item 4 from file: 349)
00793243 **Image available**
ORGANIZATION OF INFORMATION TECHNOLOGY FUNCTIONS
ORGANISATION DE FONCTIONS DE TECHNOLOGIE DE L'INFORMATION
Publication Language: English
Filing Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 43417
Publication Year: 2001

23/6/5 (Item 5 from file: 349)
00792491 **Image available**
METHOD FOR DETERMINING TOTAL COST OF OWNERSHIP
PROCEDE DE DETERMINATION DU COUT TOTAL DE LA PROPRIETE
Publication Language: English
Filing Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 12104
Publication Year: 2001

23/6/6 (Item 6 from file: 349)

00775310

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A RELEASE MANAGEMENT PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DU PROCESSUS DE GESTION DE DIFFUSION A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURITE OPERATIONNELLE

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 85690

Publication Year: 2001

23/6/7 (Item 7 from file: 349)

00775308 **Image available**

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING OPERATIONAL MATURITY OF AN ORGANIZATION

SYSTEME, PROCEDE ET ARTICLE FABRIQUE PERMETTANT DE MESURER LA MATURITE OPERATIONNELLE D'UNE ORGANISATION D'OPERATIONS

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 77349

Publication Year: 2001

23/6/8 (Item 8 from file: 349)

00775307 **Image available**

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVELS OF PROCESSES TO EVALUATE OPERATIONAL MATURITY OF AN ORGANIZATION

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A DETERMINER DES NIVEAUX DE CAPACITE D'OPERATIONS POUR DES BESOINS D'EVALUATION D'OPERATION DANS UNE RECHERCHE DE MATURITE OPERATIONNELLE

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 86229

Publication Year: 2001

23/6/9 (Item 9 from file: 349)

00775305 **Image available**

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVEL OF PROCESSES TO EVALUATE OPERATIONAL MATURITY IN AN ADMINISTRATION PROCESS AREA

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DE VERIFICATION D'UN PROCESSUS A MATURITE OPERATIONNELLE PAR DETERMINATION DU NIVEAU D'APTITUDE DANS UN DOMAINE DE PROCESSUS TRAITEMENT D'ADMINISTRATION UTILISATEUR

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 86405

Publication Year: 2001

23/6/10 (Item 10 from file: 349)

00775300

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A MONITORING PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DE PROCESSUS DE SURVEILLANCE A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURITE OPERATIONNELLE

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 77527

Publication Year: 2001

23/6/11 (Item 11 from file: 349)

00761429

METHODS, CONCEPTS AND TECHNOLOGY FOR A VIRTUAL SHOPPING SYSTEM CAPABLE OF ASSESSING NEEDS OF A CUSTOMER AND RECOMMENDING A PRODUCT OR SERVICE BASED ON SUCH ASSESSED NEEDS

PROCEDES, CONCEPTS ET TECHNOLOGIE POUR SYSTEME D'ACHAT VIRTUEL CAPABLE D'EVALUER LES BESOINS D'UN CLIENT ET DE RECOMMANDER UN PRODUIT OU UN SERVICE SUR LA BASE DE CES BESOINS

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 148469

Publication Year: 2000

23/6/12 (Item 12 from file: 349)

00761424

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PHASE DELIVERY OF COMPONENTS OF A SYSTEM REQUIRED FOR IMPLEMENTATION OF TECHNOLOGY

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE PAR PHASES DE COMPOSANTS D'UN SYSTEME NECESSAIRES A L'APPLICATION D'UNE TECHNIQUE

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 149456

Publication Year: 2000

23/6/13 (Item 13 from file: 349)

00757134

Image available

METHOD FOR ILLUSTRATING REPLACEMENT OF A BENEFIT PLAN NOT VIABLE IN THE JURIDICITION

PROCEDE ILLUSTRANT LE REMPLACEMENT D'UN PROGRAMME DE PREVOYANCE NON VALABLE AU LIEU DE JURIDICITION

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 38279

Publication Year: 2000

23/6/14 (Item 14 from file: 349)

00390577

Image available

STRATEGIC MANAGEMENT SYSTEM

SYSTEME DE MANAGEMENT STRATEGIQUE

Publication Language: English
Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 6547
Publication Year: 1997
23/3,ab/4,7-10,12,14

23/3,AB/4 (Item 4 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00793243

ORGANIZATION OF INFORMATION TECHNOLOGY FUNCTIONS
ORGANISATION DE FONCTIONS DE TECHNOLOGIE DE L'INFORMATION

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200125877 A2-A3 20010412 (WO 0125877)
Application: WO 2000US27857 20001006 (PCT/WO US0027857)
Priority Application: US 99158259 19991006

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 43417

English Abstract

The invention concerns a framework for information technology within a modern enterprise. The framework contains the functions required to effectively support a modern enterprise including customer service (10), service integration (20), capability development (40), change administration (50), strategy and architecture planning (60), general management and administration (70), human performance management (80), governance and strategic relationships (90). The invention discloses how the several functions interact to form a structure that can manage data and information using computer technology in modern enterprises including governmental and non-governmental organizations, and commercial enterprises.

French Abstract

L'invention concerne une structure pour la technologie de l'information au sein d'une entreprise moderne. L'organisation contient les fonctions nécessaires à assister une entreprise de manière efficace du point de vue de la technologie de l'information. L'invention se rapporte à la manière dont les différentes parties interagissent pour former une structure capable de gérer des données et des informations dans des entreprises

modernes, l'entreprise étant une organisation gouvernementale, une organisation non-gouvernementale, ou une entreprise commerciale.

23/3,AB/7 (Item 7 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00775308

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING OPERATIONAL MATURITY OF AN ORGANIZATION

SYSTEME, PROCEDURE ET ARTICLE FABRIQUE PERMETTANT DE MESURER LA MATURITE OPERATIONNELLE D'UNE ORGANISATION D'OPERATIONS

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108038 A2-A3 20010201 (WO 0108038)

Application: WO 2000US20399 20000726 (PCT/WO US0020399)

Priority Application: US 99361781 19990726

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 77349

English Abstract

A system, method, and article of manufacture are provided for gauging a maturity of an IT operations organization. First, a plurality of process areas of an operations organization are defined in terms of either a goal or a purpose. These process areas are then categorized in terms of common characteristics. Next, process capabilities are determined for the process areas of the operations organization. Thereafter, capabilities are calculated for the specific process categories. A maturity of the operations organization is subsequently determined based on the capabilities of the categories.

French Abstract

La presente invention concerne un systeme, un procede et un article fabriqué permettant d'évaluer la maturité d'une organisation d'operations de TI. Tout d'abord, on définit une pluralité de zones de processus d'une organisation d'operations en termes d'objectif ou d'intention. On categorise ensuite les zones de processus en termes de caracteristiques communes. On determine ensuite les capacites de traitement des zones de processus de l'organisation d'operations. On calcule les capacites correspondant aux categories de traitement specifiques. Et on determine enfin la maturité de l'organisation d'operations sur la base des capacites des categories.

23/3,AB/8 (Item 8 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00775307

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVELS OF PROCESSES TO EVALUATE OPERATIONAL MATURITY OF AN ORGANIZATION
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A DETERMINER DES NIVEAUX DE CAPACITE D'OPERATIONS POUR DES BESOINS D'EVALUATION D'OPERATION DANS UNE RECHERCHE DE MATURITE OPERATIONNELLE

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108037 A2-A3 20010201 (WO 0108037)

Application: WO 2000US20353 20000726 (PCT/WO US0020353)

Priority Application: US 99361338 19990726

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 86229

English Abstract

A system, method, and article of manufacture are provided for determining capability levels of a process area in an operational maturity investigation. A plurality of process attributes are first defined along with a plurality of generic practices for each of the process attributes. Also defined are a plurality of capability levels in terms of groups of the process attributes. Each of the process attributes are then rated based on achievement of the corresponding generic practices. It is then determined which of the capability levels is achieved by a process area. Such determination is based on the rating of the process attributes of the capability levels. Thereafter, the capability level is outputted for gauging a maturity of an operations organization.

French Abstract

La presente invention concerne un systeme, un procede et un article de fabrication destines a determiner des niveaux de capacite d'une zone d'operations dans une recherche de maturite operationnelle. Plusieurs attributs d'operation sont d'abord definis en meme temps que plusieurs pratiques generales pour chacun des attributs d'operation. Plusieurs niveaux de capacite sont aussi definis en termes de groupes des attributs d'operation. Chaque attribut d'operation est alors classe d'apres la realisation de chaque pratique generale correspondante. On determine alors quels sont les niveaux de capacite atteints dans une zone d'operations. Une telle determination est basee sur la classement des attributs d'operation des niveaux de capacite. Apres quoi, le niveau de capacite est etabli afin d'effectuer une mesure de la maturite d'une organisation d'operations.

23/3,AB/9 (Item 9 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00775305

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVEL OF PROCESSES TO EVALUATE OPERATIONAL MATURITY IN AN ADMINISTRATION PROCESS AREA

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DE VERIFICATION D'UN PROCESSUS A MATURITE OPERATIONNELLE PAR DETERMINATION DU NIVEAU D'APTITUDE DANS UN DOMAINE DE PROCESSUS TRAITEMENT D'ADMINISTRATION UTILISATEUR

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108035 A2-A3 20010201 (WO 0108035)

Application: WO 2000US20238 20000726 (PCT/WO US0020238)

Priority Application: US 99360928 19990726

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 86405

English Abstract

A system, method, and article of manufacture consistent with the principles of the present invention are provided for determining capability levels of a user administration process area when gauging a maturity of an operations organization. First, a plurality of process attributes are defined. Next, a plurality of generic practices are determined for each of the process attributes. The generic practices include base practices such as receiving information from human resources regarding employee events, adding users to a plurality of systems, changing user information on each of the systems, deleting user information on each of the systems, and/or notifying parties periodically of a user administration status. Thereafter, a maturity of an operations organization is determined based at least in part on the achievement of the generic practices.

French Abstract

La presente invention concerne un systeme, un procede et un article manufacture en coherence avec les principes de l'invention permettant de determiner des niveaux d'aptitude d'un domaine de processus d'administration de l'utilisateur lorsqu'on jauge une maturite d'une organisation operationnelle. On commence par definir une pluralite d'attributs de processus. Puis on determine pour chaque attribut du processus une pluralite de pratiques generiques. De telles pratiques generiques sont essentiellement des pratiques de base telles que la reception d'information en provenance de ressources humaines concernant des evenements se rapportant au personnel, l'adjonction d'utilisateur a une pluralite de systemes, la modification d'informations utilisateur sur chacun des systemes, la suppression d'informations utilisateur de chacun des systemes, et/ou la notification periodique aux participants d'etats d'avancement de processus d'administration utilisateur. On determine ensuite une maturite d'une organisation operationnelle, partiellement sur la base de l'accomplissement des pratiques generiques.

00775300

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A MONITORING PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DE PROCESSUS DE SURVEILLANCE A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURETE OPERATIONNELLE

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108004 A2 20010201 (WO 0108004)

Application: WO 2000US20280 20000726 (PCT/WO US0020280)

Priority Application: US 99361622 19990726

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FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 77527

English Abstract

French Abstract

L'invention concerne un systeme, un procede et un article manufacture qui permettent de determiner les niveaux de capacite d'une zone de processus de surveillance lors de l'evaluation de la maturite d'une organisation d'operations. En premier lieu, on definit une pluralite d'attributs de processus. Pour chacun de ces attributs, on determine une pluralite de pratiques generiques. Ces pratiques generiques comportent notamment des pratiques de base, par exemple: verification d'un etat courant, collecte et documentation d'informations de surveillance, classification d'evenements, attribution de degres de gravite, evaluation d'impact, analyse de fautes, acheminement de fautes a corriger, mise en correspondance de types d'evenements par rapport a un diagnostic predefini et/ou des procedures correctives, enregistrement des evenements localement et/ou a distance, suppression de messages jusqu'a ce que des seuils soient atteints, affichage des informations d'etat sur au moins une console en plusieurs formats et a plusieurs emplacements, emission d'ordres sur des processeurs a distance, installation et changement de filtres locaux et/ou a distance, installation et changement de programmes de seuils locaux et/ou a distance, analyse du courant de trafic et envoi de messages radiodiffuses. On calcule alors une maturite d'une organisation d'operations sur la base, du moins en partie, de la realisation des pratiques generiques..

00761424

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PHASE DELIVERY OF COMPONENTS OF A SYSTEM REQUIRED FOR IMPLEMENTATION OF TECHNOLOGY
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE PAR PHASES DE COMPOSANTS D'UN SYSTEME NECESSAIRES A L'APPLICATION D'UNE TECHNIQUE

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200073930 A2 20001207 (WO 0073930)

Application: WO 2000US14458 20000524 (PCT/WO US0014458)

Priority Application: US 99321360 19990527

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 149456

English Abstract

French Abstract

L'invention concerne un systeme, un procede et un article manufacture
destines a afficher des phases de fourniture de composants d'un systeme,
en affichant d'abord une representation picturale d'un systeme existant
comprenant plusieurs composants. Ensuite, une premiere serie de
composants a fournir dans une premiere phase est presentee. Cette
operation s'effectue par codage indiciel de la premiere serie de
composants, de facon specifique. Par la suite, une deuxieme serie de
composants a fournir dans une deuxieme phase est presentee. Cette
operation s'effectue par codage indiciel de la deuxieme serie de
composants, de facon unique par rapport au codage indiciel de la premiere
serie de composants.

23/3,AB/14 (Item 14 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00390577

STRATEGIC MANAGEMENT SYSTEM

SYSTEME DE MANAGEMENT STRATEGIQUE

Patent Applicant/Assignee:

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Inventor(s):

YEATES Noel Robert,
ZUBRINICH Sandra Kay,

Patent and Priority Information (Country, Number, Date):

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English Abstract

A computer system for strategic management in which an "entity database" of entities within an organisation hierarchy, and a plan for each desired entity is created. The structure of the organisation having an overall relationship (10) divided into an organisational and operational perspective (11, 12) respectively, with the latter further divided into fields of: business activities (13), support activities (14), and project activities (15). Both perspectives are also further divided into a number of plan sections (16). The system includes means for entering objective information relating to a strategic or business unit plan, means for entering key performance indicators (KPI's) for each objective. There being a list (62) of KPI's provided for each objective in a list (61); and means for matching the KPI's to the previously entered overall relevant key resource areas (KRA's).

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13	3	amsbury-w\$.xp. and ((705/10).CCLS.)	USPAT	2004/01/09 19:44
14	1	amsbury-w\$.xp. and accenture\$.as.	USPAT	2004/01/09 19:44

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